

Digitized by the Internet Archive  
in 2023 with funding from  
University of Toronto

<https://archive.org/details/31761116488982>











CAI  
SA  
-GSI



GOV  
DOC.

# Guide to Federal Programs and Services

1993

Government  
Publications



1b

28

12th-1993  
EDITION  
NOTICE



Canada

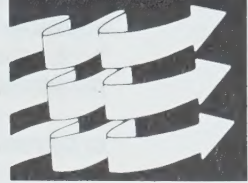






# Guide to Federal Programs and Services

1993



12th-1993  
EDITION



Canada	Groupe
Communication	Communication
Group	Canada
Publishing	Édition



---

© Minister of Supply and Services Canada 1993  
Available in Canada from  
bookstores where Government of Canada  
publications may be purchased

or by mail from

Canada Communication Group  
Publishing  
Ottawa, Canada K1A 0S9

Catalogue No. P38-4-1/1993E  
ISBN 0-660-15159-6

*Aussi disponible en français*





---

## Preface

The *Guide to Federal Programs and Services*, now in its thirteenth edition, opens doors into government. A compendium of information about federal activities of interest to the public, it steers readers through the bureaucracy right to the source of information they are seeking.

The *Guide* includes information on the Crown, Parliament and the Judiciary as well as the central agencies, line departments and Crown corporations that make up government. This year a new section includes Special Operating Agencies service delivery units set up within government that have more autonomy than traditional public service organizations.

All the organizations in the *Guide* have an impact on the public, directly or indirectly. The ultimate purpose of government is to serve the public, whether through direct services and programs or through the policy and infrastructure that support those services.

The first section of the book, Telephone Services, includes Reference Canada telephone numbers across Canada, toll-free listings for all federal departments and telephone services for persons with hearing impairments.

An extensive subject index enables the reader to find information easily in the Programs and Services section, which contains data on 145 federal organizations.

Part II lists addresses and phone number of federal, regional, district and branch offices throughout Canada.

The *Guide* is the only federal publication to include a complete integrated listing of toll-free telephone services and office addresses of all federal departments.

Once again, we would like to express our appreciation for the co-operation and support of all those individuals who worked on the production of the *Guide*.

Co-ordinators in each federal organization worked hard to provide accurate and up-to-date information about their programs, services and office addresses. And special thanks goes to the staff of Reference Canada who helped in the mammoth task of updating the federal office listings.

Final update was 22 February 1993.

Reference Canada Program  
Canada Communication Group  
Ottawa, Ontario  
K1A 0S5  
(613) 941-3306  
Fax: (613) 941-3393









## Table of Contents

Alphabetical List of Organizations by Acronym	vi
Alphabetical List of Organizations by Title	ix
How to Use the <i>Guide</i>	xi



## Telephone Services

3

Reference Canada (Telephone Referral Services)	3
Toll-free Telephone Services	5
Telephone Services for People with Hearing Impairments	27



## Subject Index

37

### Part I



## Programs and Services

119

Parliament	119
Judiciary	123
Departments, Agencies, Crown Corporations	127
Special Operating Agencies	280

### Part II



## Federal Government Offices Throughout Canada

289

Bookstores Where Government of Canada Publications May Be Purchased	453
Depository Libraries	457



## Alphabetical List of Organizations by Acronym

Note: organizations appear in the *Guide* in alphabetical order by acronym in both the Programs and Services section and the Address section. Federal Identity Program (FIP) acronyms have been used wherever they are available.

---

### Parliament

GG	Governor General	119
HC	House of Commons	119
LP	Library of Parliament	120
SEN	The Senate	120

---

### Judiciary

CJC	Canadian Judicial Council	123
CMAC	Court Martial Appeal Court of Canada	123
FCTC	Federal Court of Canada	123
SUPC	Supreme Court of Canada	124
TCC	Tax Court of Canada	124

---

### Departments, Agencies and Crown Corporations

ACOA	Atlantic Canada Opportunities Agency	127
AECB	Atomic Energy Control Board	128
AECL	Atomic Energy of Canada Limited	128
AGR	Agriculture Canada	128
BC	Bank of Canada	134
CACSW	Canadian Advisory Council on the Status of Women	135
CB	Copyright Board Canada	135
CBC	Canadian Broadcasting Corporation	135
CBDC	Cape Breton Development Corporation	136
CC	Canada Council	136
CCAC	Consumer and Corporate Affairs Canada	137
CCC	Canadian Commercial Corporation	140
CCMD	Canadian Centre for Management Development	140
CCOHS	Canadian Centre for Occupational Health and Safety	141
CCU	Canadian Commission for UNESCO	141
CDC	Canadian Dairy Commission	141
CDIC	Canada Deposit Insurance Corporation	141
CDVIC	Canada Development Investment Corporation	142
CHPC	Canada Harbour Place Corporation	142
CHRC	Canadian Human Rights Commission	142
CIC	Correctional Investigator Canada, The	143
CICS	Canadian Intergovernmental Conference Secretariat	143
CIDA	Canadian International Development Agency	143



CIGI	Canadian International Grains Institute	144	NAC	National Arts Centre	225
CITT	Canadian International Trade Tribunal	145	NACA	National Advisory Council on Aging	226
CLC	Canada Lands Company Limited	145	NAM	National Aviation Museum	226
CLRB	Canada Labour Relations Board	145	NBC	National Battlefields Commission, The	226
CMC	Canadian Museum of Civilization	146	NCC	National Capital Commission	227
CMHC	Canada Mortgage and Housing Corporation	146	NCW	National Council of Welfare	228
CMN	Canadian Museum of Nature	148	ND	National Defence	228
CN	Canadian National	148	NEB	National Energy Board	230
COM	Communications Canada	149	NFB	National Film Board	230
CRTC	Canadian Radio-television and Telecommunications Commission	154	NFPMC	National Farm Products Marketing Council	231
CSC	Correctional Service Canada	154	NGC	National Gallery of Canada	231
CSFC	Canadian Saltfish Corporation	155	NLC	National Library of Canada	231
CSIS	Canadian Security Intelligence Service	155	NMST	National Museum of Science and Technology Corporation	233
CSPA	Canadian Space Agency	156	NPA	Northern Pipeline Agency Canada	234
CT	Competition Tribunal	158	NPB	National Parole Board	234
CWB	Canadian Wheat Board	158	NRC	National Research Council Canada	234
CWM	Canadian War Museum	158	NRTEE	National Round Table on the Environment and the Economy	237
DCC	Defence Construction Canada	159	NSERC	Natural Sciences and Engineering Research Council	238
EAITC	External Affairs and International Trade Canada	159	NSS	National Search and Rescue Secretariat	238
EC	Environment Canada	166	NTA	National Transportation Agency of Canada	239
EDC	Export Development Corporation	171	OAG	Office of the Auditor General of Canada	239
EIC	Employment and Immigration Canada	172	OCOL	Office of the Commissioner of Official Languages	240
ELC	Elections Canada	177	OSFI	Office of the Superintendent of Financial Institutions Canada	240
EMR	Energy, Mines and Resources Canada	177	PAB	Pension Appeals Board	240
EPC	Emergency Preparedness Canada	188	PCC	Privacy Commissioner of Canada	241
F&O	Fisheries and Oceans	188	PCO	Privy Council Office	241
FAS	Fitness and Amateur Sport	191	PMO	Prime Minister's Office	241
FBDB	Federal Business Development Bank	192	PMPRB	Patented Medicine Prices Review Board Canada	241
FCC	Farm Credit Corporation Canada	193	PRB	Procurement Review Board of Canada	242
FEARO	Federal Environment Assessment Review Office	193	PRC	Ports Canada	242
FFMC	Freshwater Fish Marketing Corporation	194	PSC	Public Service Commission of Canada	242
FIN	Finance Canada, Department of	194	PSSRB	Public Service Staff Relations Board	245
FJA	Federal Judicial Affairs, Office of the Commissioner for	194	PWC	Public Works Canada	245
FORC	Forestry Canada	194	RCCE	Revenue Canada, Customs and Excise	248
FPRO	Federal-Provincial Relations Office	195	RCM	Royal Canadian Mint	249
HWC	Health and Welfare Canada	195	RCMP	Royal Canadian Mounted Police	250
ICC	Information Commissioner of Canada	201	RCMPC	Royal Canadian Mounted Police Public Complaints Commission	251
IDRC	International Development Research Centre	201	RCMPR	Royal Canadian Mounted Police External Review Committee	251
IJC	International Joint Commission	201	RCT	Revenue Canada Taxation	251
INAC	Indian and Northern Affairs Canada	202	SC	Statistics Canada	254
INV	Investment Canada	206	SGC	Solicitor General Canada	257
IRB	Immigration and Refugee Board	207	SIRC	Security Intelligence Review Committee	257
ISTC	Industry, Science and Technology Canada	208	SLSA	The St Lawrence Seaway Authority	257
JUST	Justice Canada, Department of	217			
LAB	Labour Canada	219			
LFB	Livestock Feed Bureau	221			
MA	Marine Atlantic Inc	222			
MCC	Multiculturalism and Citizenship Canada	222			
MRC	Medical Research Council of Canada	224			
NA	National Archives of Canada	224			



SS	Department of the Secretary of State	258
SSC	Supply and Services Canada	261
SSHRC	Social Sciences and Humanities Research Council of Canada	264
STCC	Standards Council of Canada	265
SWC	Status of Women Canada	265
TB	Treasury Board of Canada	265
TC	Transport Canada	266
TFC	Telefilm Canada	274
TSB	Transportation Safety Board of Canada	275
VAC	Veterans Affairs Canada	275
VIA	VIA Rail Canada	276
WD	Western Economic Diversification Canada	277

---

**Special Operating Agencies**


---

CAC	Consulting and Audit Canada	281
CCG	Canada Communication Group	281
CGC	Canadian Grain Commission	283
CGSB	Canadian General Standards Board	283
CHIN	Canadian Heritage Information Network	284
CORC	CORCAN	284
CPMA	Canadian Pari-Mutuel Agency	285
PO	Passport Office	285

## Alphabetical List of Organizations by Title

Agriculture Canada	AGR	128
Atlantic Canada Opportunities Agency	ACOA	127
Atomic Energy Control Board	AECB	128
Atomic Energy of Canada Limited	AECL	128
Auditor General of Canada, Office of the	OAG	239
Bank of Canada	BC	134
Canada Communication Group	CCG	281
Canada Council	CC	136
Canada Deposit Insurance Corporation	CDIC	141
Canada Development Investment Corporation	CDVIC	142
Canada Harbour Place Corporation	CHPC	142
Canada Labour Relations Board	CLRB	145
Canada Lands Company Limited	CLC	145
Canada Mortgage and Housing Corporation	CMHC	146
Canadian Advisory Council on the Status of Women	CACSW	135
Canadian Broadcasting Corporation	CBC	135
Canadian Centre for Management Development	CCMD	140
Canadian Centre for Occupational Health and Safety	CCOHS	141
Canadian Commercial Corporation	CCC	140
Canadian Commission for UNESCO	CCU	141
Canadian Dairy Commission	CDC	141
Canadian General Standards Board	CGSB	283
Canadian Grain Commission	CGC	283
Canadian Heritage Information Network	CHIN	284
Canadian Human Rights Commission	CHRC	142
Canadian Intergovernmental Conference Secretariat	CICS	143
Canadian International Development Agency	CIDA	143
Canadian International Grains Institute	CIGI	144
Canadian International Trade Tribunal	CITT	145
Canadian Judicial Council	CJC	123
Canadian Museum of Civilization	CMC	146
Canadian Museum of Nature	CMN	148
Canadian National	CN	148
Canadian Pari-Mutuel Agency	CPMA	285
Canadian Radio-television and Telecommunications Commission	CRTC	154
Canadian Saltfish Corporation	CSFC	155
Canadian Security Intelligence Service	CSIS	155
Canadian Space Agency	CSPA	156
Canadian War Museum	CWM	158
Canadian Wheat Board	CWB	158
Cape Breton Development Corporation	CBDC	136
Commissioner of Official Languages, Office of the	OCOL	240
Communications Canada	COM	149
Competition Tribunal	CT	158
Consulting and Audit Canada	CAC	281



Consumer and Corporate Affairs Canada	CCAC	137	National Gallery of Canada	NGC	231
Copyright Board Canada	CB	135	National Library of Canada	NLC	231
CORCAN	CORC	284	National Museum of Science and Technology Corporation	NMST	233
Correctional Investigator Canada, The	CIC	143	National Parole Board	NPB	234
Correctional Service Canada	CSC	154	National Research Council Canada	NRC	234
Court Martial Appeal Court of Canada	CMAC	123	National Round Table on the Environment and the Economy	NRTEE	237
Defence Construction Canada	DCC	159	National Search and Rescue Secretariat	NSS	238
Elections Canada	ELC	177	National Transportation Agency of Canada	NTA	239
Emergency Preparedness Canada	EPC	188	Natural Sciences and Engineering Research Council	NSERC	238
Employment and Immigration Canada	EIC	172	Northern Pipeline Agency Canada	NPA	234
Energy, Mines and Resources Canada	EMR	177	Passport Office	PO	285
Environment Canada	EC	166	Patented Medicine Prices Review Board Canada	PMPRB	241
Export Development Corporation	EDC	171	Pension Appeals Board	PAB	240
External Affairs and International Trade Canada	EAITC	159	Ports Canada	PRC	242
Farm Credit Corporation Canada	FCC	193	Prime Minister's Office	PMO	241
Federal Business Development Bank	FBDB	192	Privacy Commissioner of Canada	PCC	241
Federal Court of Canada	FCTC	123	Privy Council Office	PCO	241
Federal Environment Assessment Review Office	FEARO	193	Procurement Review Board of Canada	PRB	242
Federal Judicial Affairs, Office of the Commissioner for	FJA	194	Public Service Commission of Canada	PSC	242
Federal-Provincial Relations Office	FPRO	195	Public Service Staff Relations Board	PSSRB	245
Finance Canada, Department of	FIN	194	Public Works Canada	PWC	245
Fisheries and Oceans	F&O	188	Revenue Canada, Customs and Excise	RCCE	248
Fitness and Amateur Sport	FAS	191	Revenue Canada Taxation	RCT	251
Forestry Canada	FORC	194	Royal Canadian Mint	RCM	249
Freshwater Fish Marketing Corporation	FFMC	194	Royal Canadian Mounted Police	RCMP	250
Governor General	GG	119	Royal Canadian Mounted Police Public Complaints Commission	RCMPC	251
Health and Welfare Canada	HWC	195	Royal Canadian Mounted Police External Review Committee	RCMPR	251
House of Commons	HC	119	St Lawrence Seaway Authority, The	SLSA	257
Immigration and Refugee Board	IRB	207	Security Intelligence Review Committee	SIRC	257
Indian and Northern Affairs Canada	INAC	202	Secretary of State, Department of the Senate, The	SS	258
Industry, Science and Technology Canada	ISTC	208	Social Sciences and Humanities Research Council of Canada	SSHRC	264
Information Commissioner of Canada	ICC	201	Solicitor General Canada	SGC	257
International Development Research Centre	IDRC	201	Standards Council of Canada	STCC	265
International Joint Commission	IJC	201	Statistics Canada	SC	254
Investment Canada	INV	206	Status of Women Canada	SWC	265
Justice Canada, Department of	JUST	217	Superintendent of Financial Institutions Canada, Office of the	OSFI	240
Labour Canada	LAB	219	Supply and Services Canada	SSC	261
Library of Parliament	LP	120	Supreme Court of Canada	SUPC	124
Livestock Feed Bureau	LFB	221	Tax Court of Canada	TCC	124
Marine Atlantic Inc	MA	222	Telefilm Canada	TFC	274
Medical Research Council of Canada	MRC	224	Transport Canada	TC	266
Multiculturalism and Citizenship Canada	MCC	222	Transportation Safety Board of Canada	TSB	275
National Advisory Council on Aging	NACA	226	Treasury Board of Canada	TB	265
National Archives of Canada	NA	224	Veterans Affairs Canada	VAC	275
National Arts Centre	NAC	225	VIA Rail Canada	VIA	276
National Aviation Museum	NAM	226	Western Economic Diversification Canada	WD	277
National Battlefields Commission, The	NBC	226			
National Capital Commission	NCC	227			
National Council of Welfare	NCW	228			
National Defence	ND	228			
National Energy Board	NEB	230			
National Farm Products Marketing Council	NFPMC	231			
National Film Board	NFB	230			

## How to use the *Guide*

The *Guide* is a compendium of federal government information, including descriptions of federal telephone services, programs, services and activities of interest to the public, regional addresses for federal offices across the country, federal bookstore agents and depository libraries.

### Telephone Services

The Telephone Referral Services section includes the local and toll-free numbers of Reference Canada, a national government information referral system.

**The Toll-free Telephone Services** section lists federal toll-free numbers throughout Canada. Numbers are included for specific programs as well as for general information on departments.

**The Telephone Services for People with Hearing Impairments** section includes numbers for federal TDDs (Telephone Device for the Deaf), VEs (Visual Ears) and TTYs.

### Part I Programs and Services

This section includes the Parliament of Canada, the Judiciary, departments, agencies, Crown corporations and Special Operating Agencies. Within each section these organizations appear in alphabetical order according to their acronym. Each organization's section includes a head office address, a general inquiry number, the title of the minister or agent through whom it reports to Parliament, a brief summary of responsibilities, and descriptions of the individual programs or services for which the organization is responsible.

The subject index eliminates the need for the reader to know anything about the hierarchy of government or the workings of the bureaucracy. It provides a direct route to a specific program description by topic. Sorted alphabetically, each key word gives the page number of the program description, the institution identifier and the program number.

### Part II Federal Government Offices Throughout Canada

This section contains a listing of all federal government offices throughout Canada. The addresses are sorted by department first, then province, city and then department branch.

### Bookstores Where Government of Canada Publications May Be Purchased

This list includes the addresses of bookstores throughout Canada that sell government publications. It is organized alphabetically by province and then city.

### Depository Libraries

This section lists the libraries in Canada that stock all government publications. The section is organized alphabetically by province, then town or city.



On 26 April 1993, the federal budget announced changes which over the next year will affect these organizations listed in this guide.

The Statute Revision Commission will be eliminated.

The following organizations will be merged:

- the National Council of Welfare and the National Advisory Council on Aging;
- Revenue Canada, Taxation and Revenue Canada, Customs and Excise.



## ***Telephone Services***

- 1. Reference Canada (Telephone Referral Services)***
- 2. Toll-free Telephone Services***
- 3. Telephone Services for People with Hearing Impairments***









## Reference Canada (Telephone Referral Services)

This national bilingual telephone referral and basic information service is available to all Canadians. By calling the local or toll-free numbers as listed, the public can obtain information on federal government programs and services. In some instances, Reference Canada operates in conjunction with a province, in which case, the name of the provincial service is used. All offices answer general questions, but refer more complex inquiries to the appropriate authority in government.

### National Capital Region

941-4823  
1-800-667-3355

#### Reference Canada

Ottawa/Hull (local calls)  
Ontario, serving Area Codes 416, 519, 613, 705, 807, 819 (NWT) and 905<sup>1</sup>

Alberta, serving Area Code 403 and 403 (NWT)

British Columbia, serving Area Code 604

New Brunswick, serving Area Code 506

Newfoundland, serving Area Code 709

Nova Scotia, serving Area Code 902

Prince Edward Island, serving Area Code 902

Saskatchewan, serving Area Code 306

Yukon, serving Area Code 403

1-800-465-7735

Telecommunications Device for the Deaf, serving the country

### Manitoba

1-800-282-8060  
945-3744  
945-4796

Citizens' Inquiry Service<sup>2</sup>  
Winnipeg (local calls)  
Winnipeg (Telecommunications Device for the Deaf)

### Quebec

Communication-Quebec<sup>2</sup>  
For the following  
locations, dial  
589-2244  
477-7272  
368-2550  
375-5664  
772-3232  
986-3222  
759-6440  
547-6601  
873-5555  
873-8989

Baie-Comeau (local calls)  
Drummondville (local calls)  
Gaspé (local calls)  
Granby (local calls)  
Hull (local calls)  
Îles-de-la-Madeleine (local calls)  
Joliette (local calls)  
Jonquière (local calls)  
Laval (local calls)  
Longueuil (local calls)

<sup>1</sup> Effective October 1993, Area Code 905 will be served.

<sup>2</sup> Federal-provincial telephone referral service





**Quebec (continued)**Communication-Quebec<sup>1</sup>for the following  
locations, dial

873-2111

643-1344

722-3939

764-3241

679-0433

227-1122

778-1123

346-6879

438-1282

371-9111

968-2806

820-3000

338-0181

371-6121

825-3166

1-800-361-9596

873-4626

Montreal (local calls)

Quebec (local calls)

Rimouski (local calls)

Rouyn-Noranda (local calls)

Saint-Félicien (local calls)

Saint-Georges (local calls)

Saint-Hyacinthe (local calls)

Saint-Jean-sur-Richelieu (local calls)

Saint-Jérôme (local calls)

Salaberry-de-Valleyfield

Sept-Îles (local calls)

Sherbrooke (local calls)

Thetford Mines (local calls)

Trois-Rivières (local calls)

Val-d'Or (local calls)

All other locations – Telephone Device for the Deaf

Montreal (local calls – Telephone Device for the Deaf)

---

<sup>1</sup> Federal-provincial telephone referral service



## Toll-free Telephone Services

The toll-free numbers below, listed by department, apply to those programs for which information is frequently requested by the public. Please note that not all departments have toll-free numbers, and that some departments listed below may not have a toll-free number that applies in your area. In the case of collect calls, dial the operator and request a collect call for the desired number. All other numbers may be dialled direct.

Department and program	Number	Calls made from the following areas
<b>(ACOA) Atlantic Canada Opportunities Agency</b>	1-800-561-4030	New Brunswick
	1-800-563-5766	Newfoundland
	1-800-565-1228	Nova Scotia
	1-800-565-0228	Prince Edward Island
	1-800-561-7862	Throughout Canada
Action Program (see Part I under Atlantic Canada Opportunities Agency for the program description)	954-2422	Ottawa/Hull (local calls)
<b>(AECL) Atomic Energy of Canada Limited</b> CANDU Operations/customer service hotline	1-800-268-5877	Throughout Canada and the United States
	1-800-665-0436	Manitoba
	753-2311	Pinawa (local calls)
<b>(AGR) Agriculture Canada</b> Farm Debt Review Board	1-800-642-3890	Alberta
	495-4764	Edmonton (local calls)
	1-800-561-4007	New Brunswick
		Ontario
	1-800-265-7288	Guelph (Area Code 519)
		Saskatchewan
	1-800-667-1670	Northern Saskatchewan
	1-800-667-7158	Southern Saskatchewan
Food Production and Inspection	1-800-461-3213	Area Code 705 only
	1-800-465-8509	Area Code 807 only
National Pesticide Call Line	1-800-267-6315	Throughout Canada
	993-4544	Ottawa/Hull (local calls)
Net Income Stabilization Account	1-800-665-6472	Throughout Canada
	1-800-665-NISA	





**(CBC) Canadian Broadcasting Corporation**

English and French Services	1-800-561-7010	<b>New Brunswick, Nova Scotia and Prince Edward Island</b>
Reception problems/radio and television	1-800-663-9219	<b>British Columbia</b>

<b>(CC) Canada Council</b>	1-800-263-5588	<b>Throughout Canada</b>
----------------------------	----------------	--------------------------

**(CCOHS) Canadian Centre for Occupational Health and Safety**

Customer Service	1-800-668-4284	<b>Throughout Canada</b>
Inquiries service	1-800-263-8466	<b>Throughout Canada</b>

**(CDIC) Canada Deposit Insurance Corporation**

Information	1-800-461-2342	<b>Throughout Canada</b>
-------------	----------------	--------------------------

**(CGC) Canadian Grain Commission**

Information in French	1-800-665-9058	<b>Alberta, British Columbia, Manitoba and Saskatchewan</b>
-----------------------	----------------	---

**(CHRC) Canadian Human Rights Commission**

1-800-565-1752	<b>New Brunswick, Nova Scotia and Prince Edward Island</b>
426-8380	Halifax (local calls)

**(CIC) Correctional Investigator Canada, The**

1-800-267-5982	<b>Throughout Canada</b>
----------------	--------------------------

**(CN) Canadian National**

1-800-222-9770	<b>New Brunswick</b>
1-800-561-9742	<b>Nova Scotia</b>
Customer Service 1-800-217-5300	<b>Ontario</b>
Freight services 1-800-665-0383	<b>Manitoba and Saskatchewan</b>

**(COM) Communications Canada**

Communications information (e.g., on radio station licences, interference with radio and Television reception, radio operator examinations)		<b>Alberta</b>
Zenith 22127		Fort McMurray, Lloydminster and Red Deer
1-800-665-3421		<b>Manitoba</b>
983-4391		Winnipeg (local calls)
		<b>Ontario</b>
1-800-265-1273		Area Code 519
1-800-461-0807		Area Codes 705 and 807
1-800-267-2859		Kingston and area (Area Codes 416 and 613)
		<b>Quebec</b>
1-800-463-9810		Chicoutimi, Lac Saint-Jean and Rouyn area
1-800-252-9046		Côte-Nord, Gaspésie, and Îles-de-la-Madeleine area
722-3070		Rimouski (local calls)
1-800-463-2309		Quebec City region
1-800-567-3425		Trois-Rivières area
564-5543		Sherbrooke (local calls)

**(CORC) CORCAN**

Customer Service	1-800-267-0354	<b>Throughout Canada</b>
	996-2425	Ottawa/Hull (local calls)
Business Tel Publications Service	1-800-665-8948	<b>Throughout Canada</b>



**(CSC) Correctional Service  
Canada**  
Materiel Management Centre

666-7017

**British Columbia**

Abbotsford (toll-free from Vancouver)

**Ontario**

Parole Office

1-800-265-2830  
1-800-668-9414Guelph  
Hamilton

**(CSIS) Canadian Security  
Intelligence Service**

1-800-661-5780

**Alberta, Northwestern Ontario (to Thunder Bay),  
Northwest Territories, Saskatchewan and Yukon**

1-800-387-8708

**Manitoba** (Winnipeg)

1-800-267-7685

**Ontario** (Ottawa-Hull)

**(EAITC) External Affairs and  
International Trade Canada**  
InfoExport

1-800-267-8376

**Throughout Canada**

993-6435

Ottawa/Hull (local calls)

International Trade Centres

**Alberta**292-6660  
495-2944Calgary (local calls)  
Edmonton (local calls)**British Columbia**

666-0434

Vancouver (local calls)

**Manitoba**

983-8036

Winnipeg (local calls)

1-800-332-3801

**New Brunswick**

851-6452

Moncton (local calls)

**Newfoundland**

772-5511

St John's (local calls)

**Nova Scotia**

426-7540

Halifax (local calls)

**Ontario**

973-5053

Toronto (local calls)

**Prince Edward Island**

566-7400

Charlottetown (local calls)

1-800-361-5367

**Quebec**

283-8185

Montreal (local calls)

**Saskatchewan**780-5020  
975-5315Regina (local calls)  
Saskatoon (local calls)

**(EC) Environment Canada**  
*Bulletin on the Environment*  
Hotline

1-800-668-6767

**Throughout Canada**

997-2800

Ottawa/Hull (local calls)

Environmental Protection  
Emergency – Coast Guard  
Traffic Centre

666-1076

**British Columbia** (collect calls accepted)

1-800-565-1633

**New Brunswick, Nova Scotia and Prince Edward Island**

426-6200

Dartmouth (local calls)

Parks

1-800-362-3346

**Manitoba**983-2290  
1-800-442-0600  
785-6050Winnipeg (local calls)  
Lower Fort Garry National Historic Park  
Selkirk (local calls)



**(EIC) Employment and Immigration Canada**

Canadian Government Annuities Office (see Part I under Employment and Immigration Canada for program description)	1-800-561-7922 561-7927	<b>Throughout Canada</b> Bathurst (local calls)
Employer registration	1-800-561-7923	<b>Throughout Canada</b>
Employment inquiries		<b>Alberta</b>
	1-800-582-3212 723-3326 1-800-422-7711 532-4411 1-800-362-1365 624-4485 1-800-582-3211 849-8200 Zenith 22105	Edson area Edson (local calls) Grande Prairie area Grande Prairie (local calls) Peace River area Peace River (local calls) Slave Lake area Slave Lake (local calls) All other areas in Alberta Banff, Calgary and Edmonton (local calls) see Part II, Addresses under nearest Canada Employment Centre
		<b>British Columbia</b>
	1-800-232-8379 286-6212 1-800-262-2384 1-800-282-6110 782-5877 Zenith 10300	Campbell River area Campbell River (local calls) Cranbrook Dawson Creek area Dawson Creek (local calls)
		<b>Manitoba</b>
		Winnipeg (local calls) see Part II, Addresses under nearest Canada Employment Centre
		<b>New Brunswick</b>
	1-800-442-4934 365-7775 1-800-442-4447 392-5537 1-800-442-4910 1-800-423-7640 473-1873 1-800-561-2127 851-6678 1-800-561-2202 627-2005 1-800-561-2127 523-4628 1-800-222-9754 465-2000 1-800-222-9618 432-6221 1-800-442-9788 328-3205 Zenith 6500	Doaktown area Doaktown (local calls) Florenceville area Florenceville (local calls) Fredericton area Grand Falls area Grand Falls (local calls) Moncton area Moncton (local calls) Newcastle area Newcastle (local calls) Richibucto area Richibucto (local calls) St Stephen area St Stephen (local calls) Sussex area Sussex (local calls) Woodstock area Woodstock (local calls)
		<b>Northwest Territories</b>
	979-5315	Hay River, Fort Simpson, Fort Smith, Inuvik and Yellowknife see Part II, Addresses under nearest Canada Employment Centre – Iqaluit area, call collect to Iqaluit Iqaluit
		<b>Nova Scotia</b>
		Call collect to nearest Canada Employment Centre see Part II, Addresses




---

**Ontario**

1-800-461-4301	Barrie area
728-2468	Barrie (local calls)
1-800-461-4211	Bracebridge
1-800-461-4047	Espanola area
869-4552	Espanola (local calls)
1-800-265-9393	Fergus
1-800-465-7768	Fort Frances
1-800-265-5185	Goderich area
524-8342	Goderich (local calls)
1-800-465-1106	Kenora area
468-3301	Kenora (local calls)
1-800-265-3595	Listowel area
291-2920	Listowel (local calls)
1-800-461-5422	Parry Sound (Area Code 705)
1-800-267-3904	Pembroke area
735-3168	Pembroke (local calls)
1-800-461-7652	Peterborough area
745-3611	Peterborough (local calls)
1-800-265-3035	Walkerton area (Area Code 519 only)
881-2010	Walkerton (local calls)

---

**Prince Edward Island**

Zenith 07720	Charlottetown area
566-7781	Charlottetown (local calls)
Zenith 07801	Crapaud area
436-4300	Crapaud (local calls)
1-566-7352	Montague area (961 exchange)
838-3315	Montague (local calls)
1-566-7353	Souris area (961 exchange)
687-3161	Souris (local calls)

---

**Quebec**

1-800-363-1714	Bertierville
1-800-463-5907	Lévis
1-800-463-7509	Quebec City (InfoCentre)
1-800-463-1255	Rivière-du-Loup
1-800-567-6382	Rouyn
1-800-567-6712	Saint-Agathe
1-800-463-1757	Sept-Îles
1-800-567-6474	Val-d'Or
	Other areas, call collect to nearest Canada Employment Centre <i>see</i> Part II, Addresses

---

**Saskatchewan**

1-800-772-4072	La Ronge area
425-2229	La Ronge (local calls)
1-800-552-1266	Moose Jaw area
691-3300	Moose Jaw (local calls)
1-800-772-4890	Prince Albert area
953-8400	Prince Albert (local calls)
1-800-552-7188	Regina area
780-6167	Regina (local calls)
1-800-772-3033	Saskatoon area
975-4510	Saskatoon (local calls)
1-800-667-7401	Swift Current area
773-8324	Swift Current (local calls)
1-800-667-1484	Yorkton area
786-5200	Yorkton (local calls)
	Other areas call collect to nearest Canada Employment Centre <i>see</i> Part II, Addresses

---

(403) 667-5050	<b>Yukon</b> (call collect to Whitehorse)
----------------	---

---



**(EIC) Employment and  
Immigration Canada**  
(continued)  
Immigration inquiries

Zenith 22800

**Alberta**

Calgary, Edmonton, Fort McMurray, Grande Prairie,  
Lethbridge and Red Deer (local calls) *see* Part II, Addresses  
*under* nearest Canada Immigration Centre

**British Columbia**

Call collect to nearest Canada Immigration Centre *see* Part II,  
Addresses

Zenith 16400

**Manitoba**

983-2043

Winnipeg (local calls)

1-800-772-5925

**Newfoundland, including Labrador**

256-6570

Gander (local calls)

772-5388

St John's (local calls)

Zenith 6700

**Northwest Territories**

920-8409

Yellowknife (local calls)

**Nova Scotia**

Call collect to nearest Canada Immigration Centre *see* Part II,  
Addresses

**Ontario**

Call collect to nearest Canada Immigration Centre *see* Part II,  
Addresses

**Quebec**

1-800-567-6474

Val-d'Or

Other areas, call collect to nearest Canada Immigration  
Centre *see* Part II, Addresses

**Saskatchewan**

Call collect to nearest Canada Immigration Centre *see* Part II,  
Addresses

(403) 667-5010

**Yukon** (call collect to Whitehorse)

## Record of Employment Office

Zenith 46100 or  
Zenith 20611**Manitoba**

1-800-263-8364

**Ontario**, except Area Code 807

1-800-667-7554

**Saskatchewan**

780-5000

Regina (local calls)

Unemployment insurance  
inquiries**Alberta**

1-800-582-3212

Edson, Grand Cache and Jasper areas local calls *see* Part II,  
Addresses *under* nearest Canada Employment Centre

1-800-422-7715

Grande Prairie, High Level and Hinton areas local calls *see*  
Part II, Addresses *under* nearest Canada Employment Centre

1-800-552-8068

Lethbridge area

392-4321

Lethbridge (local calls)

1-800-362-4283

Peace River area

624-4484

Peace River (local calls)

1-800-582-3211

Slave Lake area

849-4153

Slave Lake (local calls)

Zenith 22106

All other areas

Calgary, Camrose, Edmonton, Fort McMurray, Grand Centre,  
Lloydminster, Medicine Hat, Red Deer and St Paul  
local calls *see* Part II, Addresses *under* nearest Canada  
Employment Centre



		<b>British Columbia</b>
	1-800-665-9155	Campbell River area
	1-800-262-2384	Cranbrook
	1-800-282-6110	Dawson Creek
	1-800-772-9881	Houston area, including Terrace
	Zenith 10300	<b>Manitoba</b>
		local calls <i>see</i> Part II, Addresses <i>under</i> nearest Canada Employment Centre
	1-800-561-3333	<b>New Brunswick</b>
	1-800-561-9371	-service in French
	1-800-222-9764	Saint John area
	636-4911	Saint John (local calls)
	1-800-222-9764	St Stephen
	1-800-563-5455	<b>Newfoundland, including Labrador</b>
	772-4700	St John's (local calls)
	Zenith 6600	<b>Northwest Territories</b>
	920-8401	Yellowknife (local calls)
		<b>Nova Scotia</b>
	426-8490	Call collect to Halifax
		<b>Ontario</b>
	1-800-461-7423	Chatham
	1-800-465-7768	Fort Frances (Area Code 807 only)
	1-800-463-0223	Guelph (Area Code 519)
	Zenith 23500	Hearst
	1-800-463-0223	Kitchener
	1-800-465-4270	London
	1-800-263-2062	Newmarket (Area Code 416)
	1-800-461-9557	North Bay (Area Code 705)
	494-7085	North Bay (local calls)
	1-800-263-2280	Oshawa
	1-800-465-8655	Ottawa
	1-800-461-6607	-service in French
	1-800-263-2201	St Catharines
	1-800-461-5101	Sault Ste Marie (Area Code 705)
	245-5101	Sault Ste Marie (local calls)
	1-800-461-7172	Sudbury (Area Code 705)
	1-800-465-6903	Thunder Bay
	1-800-346-2040	-service in French
	1-800-461-9850	Timmins (Area Code 705)
	730-1211	Toronto (local calls)
	730-1411	-service in French
	1-800-461-7423	Windsor
		<b>Elsewhere in Canada</b>
		<i>see above under</i> Employment inquiries
Wage loss insurance	1-800-561-7923	<b>Throughout Canada</b>
<b>(ELC) Elections Canada</b>		
General information (e.g., concerning the electoral system, political parties, statistics, publications)	1-800-267-8683	<b>Throughout Canada</b>
	993-2975	Ottawa/Hull (local calls)
Telecommunications Device for the Deaf	1-800-361-8935	<b>Throughout Canada</b>
	991-2082	Ottawa/Hull (local calls)



**(F&O) Fisheries and Oceans**

Fisheries information	1-800-668-5222	<b>Throughout Canada</b> 24-hour service (leave message)
Northern Cod Moratorium	1-800-563-1905	<b>Newfoundland</b>
	1-800-463-1729	<b>Quebec</b>
Observe, Record, Report Program	1-800-663-9453	<b>British Columbia</b>
Sport Fishing Information	1-800-663-9333	<b>British Columbia</b>
Telephone Device for the Deaf (TDD)	1-800-668-5228	<b>Throughout Canada</b>
	991-2082	Ottawa/Hull (local calls)

**(FBDB) Federal Business Development Bank**

General information	1-800-361-2126	<b>Throughout Canada</b>
---------------------	----------------	--------------------------

**(FCC) Farm Credit Corporation Canada**

		<b>British Columbia</b>
	1-800-663-1983	Abbotsford
	1-800-663-3283	Dawson Creek
	1-800-665-6061	Kelowna
Zenith 14300		<b>Manitoba</b> , from Roblin to Dauphin
		<b>Ontario</b>
	1-800-465-8852	Campbellford
	1-800-668-3880	North Bay
	1-800-461-8864	Ottawa

**(FFMC) Freshwater Fish Marketing Corporation**

General information	1-800-542-3406	<b>Manitoba</b>
	1-800-665-4813	<b>Saskatchewan and Northwestern Ontario</b>

**(GG) Governor General**

Guided tours of Government House	1-800-465-6890	<b>Outside the National Capital Region</b>
----------------------------------	----------------	--

**(HWC) Health and Welfare Canada**

Family violence initiative	1-800-267-1291	<b>Throughout Canada</b>
	957-4247	Ottawa/Hull (local calls)
	1-800-561-5643	<b>Throughout Canada (TDD)</b>
	952-6396	Ottawa/Hull (local calls) (TDD)
Income security programs (see Part I under Health and Welfare Canada for program description)	1-800-661-3921	<b>Alberta</b>
		<b>British Columbia</b>
	1-800-667-1277	Kelowna
	1-800-663-0260	Lower mainland
	1-800-742-6208	Vancouver Island region
	1-800-362-3384	<b>Manitoba</b>
		<b>New Brunswick</b>
	1-800-442-4905	Fredericton/ Woodstock district
	1-800-552-5418	North eastern region
	1-800-222-9537	North western region
	1-800-332-3827	South eastern region
	1-800-222-9635	South western region



		<b>Newfoundland</b>
	1-800-563-2430	Eastern region
	1-800-563-1173	Western region
	1-800-661-6551	<b>Northwest Territories</b>
		<b>Nova Scotia</b>
	1-863-3540	Antigonish area and counties north
	1-564-7350	Cape Breton
	1-426-3711	Dartmouth, Halifax area and counties west
		<b>Ontario</b>
	1-800-387-5280	Barrie, Collingwood, Midland, Newmarket, Orillia, Oshawa, Owen Sound, Peterborough, Toronto (Area Codes 416 and 705)
	1-800-267-9690	Brockville, Hawkesbury, Ottawa, Pembroke and Smiths Falls (Area Code 613)
	1-800-265-9480	Chatham, Guelph, Kitchener, London, Orangeville, Sarnia and Windsor areas (Area Code 519)
	1-800-263-8391	Hamilton-Niagara region
	1-800-461-9881 or	North Bay, Sault Ste Marie, Sudbury, Thunder Bay and
	1-800-461-9882	Timmins
		<b>Prince Edward Island</b>
	1-566-7850	Charlottetown area
		<b>Quebec</b>
	1-800-463-9154	Chicoutimi area
	1-800-567-0970	Drummondville area
	1-800-567-6839	Gatineau
	1-800-361-3755	Montreal
	1-800-463-5081	Quebec City area
	1-800-463-9072	Rimouski area
	1-800-463-1724	Sept-Îles area
	1-800-567-6965	Sherbrooke
	1-800-567-9475	Trois-Rivières
	1-800-567-6460	Val-d'Or
	1-800-661-3921	<b>Saskatchewan</b>
<b>(ICC) Information Commissioner of Canada</b>	1-800-267-0441	<b>Throughout Canada</b>
<b>(INAC) Indian and Northern Affairs Canada</b>		
Service in French (for regions without bilingual service)	1-800-567-9604	<b>British Columbia, Northwest Territories and Yukon</b>
<b>(ISTC) Industry, Science and Technology Canada</b>		<b>Ontario</b>
	1-800-465-6870	Area Codes 204, 306, 416, 519, 613, 705 and 807
Canada Scholarships Program (see Part I under Industry, Science and Technology Canada for program description)	1-800-465-7766	<b>Throughout Canada</b>
	563-1236	Ottawa/Hull (local calls)
Manufacturing Visits Program (see Part I under Industry, Science and Technology Canada for program description)	1-800-661-0107	<b>Throughout Canada</b>
	954-3467	Ottawa/Hull (local calls)



**(JUST) Justice Canada,  
Department of**Allan Memorial Institute  
Depatterned Persons Assistance  
Plan

1-800-267-4988

**Throughout Canada**Family Orders and Agreements  
Enforcement Assistance Unit

1-800-267-7777

**Throughout Canada**

1-800-267-7676

**Throughout Canada (TDD)**

Victims Resource Centre

1-800-267-0454

**Throughout Canada**

997-9608

Ottawa/Hull (local calls)

**(LAB) Labour Canada**

Bureau of Labour Information

1-800-567-6866

**Throughout Canada**Program for Older Worker  
Adjustment

1-800-567-1916

**Throughout Canada**

994-8147

Ottawa/Hull (National Capital Region)

**(MCC) Multiculturalism and  
Citizenship Canada**

1-800-563-0883

**Nova Scotia and Newfoundland, including Labrador**Japanese-Canada Redress  
Secretariat

1-800-567-9602

**Throughout Canada****(NAM) National Aviation  
Museum**

1-800-463-2038

**Throughout Canada****(NCC) National Capital  
Commission**Information on visitor services  
and special events

1-800-465-1867

**Throughout Canada**

239-5000

Ottawa/Hull (local calls)

**(ND) National Defence  
Recruiting**

1-800-661-9725

**Alberta (southern) and Saskatchewan**

292-4380

Calgary (local calls)

495-3002

Edmonton (local calls)

**British Columbia**

1-800-663-0942

Kamloops region

1-800-663-1210

Vancouver region

1-800-665-3410

**Manitoba**

983-3680

Winnipeg (local calls)

**New Brunswick**

1-800-561-7425

Bathurst region

1-800-222-9506

Saint John region

**Newfoundland**

1-800-563-8868

Eastern region

1-800-563-8800

Western region

1-427-7600

**Nova Scotia****Ontario**

1-800-268-6031

Hamilton

1-800-461-7346

Northern Ontario

1-800-461-6713

Southern Ontario

1-800-661-4200

Thunder Bay

1-368-0180

**Prince Edward Island****Quebec**

1-800-463-6570

Chicoutimi

1-800-463-3753

Montreal

1-800-361-0620

Rimouski



	1-800-463-1768	Sept-Îles
	1-800-465-6442	Sherbrooke
	1-800-567-8583	Trois-Rivières
Peacekeeping, families of military personnel	1-800-665-1514	Throughout Canada
Rescue co-ordination	1-800-565-1582	New Brunswick, Newfoundland, Nova Scotia, Prince Edward Island and Eastern Quebec
Serviceman's Insurance	1-800-267-6681	Throughout Canada
<b>(NFB) National Film Board</b>		
Film and video orders	1-800-363-0328	Quebec
Film and video reservations	1-800-561-7104	Maritimes
	1-800-267-7710	Ontario
	1-800-661-9867	Western and Northern Canada
<b>(OCOL) Office of the Commissioner of Official Languages</b>	1-800-661-3642	Alberta, British Columbia, Northwest Territories and Yukon
	495-3111	Edmonton (local calls)
	1-800-665-8731	Manitoba and Saskatchewan
	983-2111	Winnipeg (local calls)
	1-800-561-7109	New Brunswick, Newfoundland, Nova Scotia and Prince Edward Island
	851-7047	Moncton (local calls)
	1-800-387-0635	Ontario
	992-5264	Ottawa (local calls)
	973-1903	Toronto (local calls)
	1-800-363-0628	Quebec
	283-4996	Montreal (local calls)
	1-800-461-2630	Throughout Canada (TDD)
<b>(PCC) Privacy Commissioner of Canada</b>	1-800-267-0441	Throughout Canada
<b>(PO) Passport Office)</b>	1-800-567-6844	Eastern Canada (from Area Codes 416, 418, 506, 514, 519, 613, 705, 819 and 902)
	994-3500	Ottawa/Hull (local calls)
	1-800-567-6868	Western Canada (from Area Codes 204, 306, 403, 604, 709 and 807)
<b>(PSC) Public Service Commission of Canada</b>		
Employment inquiries	1-800-387-0776	Ontario (except Area Code 519)
	973-3122	Toronto (local calls)
<b>(PWC) Public Works Canada</b>		Ontario
	1-800-461-6133	North Bay (Area Code 705)
<b>(RCCE) Revenue Canada, Customs and Excise</b>	1-800-472-9719	Alberta
	292-4600	Calgary (local calls)
	495-3400	Edmonton (local calls)
		Ontario
	1-800-461-2406	Sault Ste Marie area (Area Code 705)
	1-800-461-0128	Sudbury area
	1-800-667-7165	Saskatchewan
Excise	1-800-665-561-5990	British Columbia

**(RCCE) Revenue Canada,  
Customs and Excise**  
(continued)  
GST information

	<b>Alberta</b>
1-800-661-3498	Calgary area
292-6990	Calgary (local calls)
1-800-661-0005	Edmonton area
448-1309	Edmonton (local calls)
1-800-661-3498	Lethbridge area
382-3013	Lethbridge (local calls)
1-800-661-0005	Red Deer area
341-7006	Red Deer (local calls)
1-800-561-6990	<b>British Columbia and Yukon</b>
666-4664 or 775-5131	Burnaby (local calls)
861-4884	Kelowna (local calls)
561-7800	Prince George (local calls)
775-5300	Vancouver (local calls)
363-0500	Victoria (local calls)
667-8154	Whitehorse (local calls)
1-800-665-8749	<b>Manitoba</b>
726-7800	Brandon (local calls)
983-4525	Winnipeg (local calls)
1-800-561-6656	<b>New Brunswick</b>
851-3727	Moncton (local calls)
636-4909	Saint John (local calls)
1-800-563-4950	<b>Newfoundland</b>
772-2851	St John's (local calls)
1-800-661-0005	<b>Northwest Territories</b>
920-6650	Yellowknife (local calls)
1-800-565-9111	<b>Nova Scotia and Prince Edward Island</b>
566-7272	Charlottetown (local calls)
426-1975	Halifax (local calls)
	<b>Ontario</b>
1-800-265-0017	Barrie, Hamilton areas
739-6000	Barrie (local calls)
570-7110	Hamilton (local calls)
1-800-465-6160	Kingston, Kirkland Lake areas
545-5500	Kingston (local calls)
567-9228	Kirkland Lake (local calls)
1-800-265-0017	London area
645-4145	London (local calls)
1-800-465-8499	Mississauga area
615-2102	Mississauga (local calls)
1-800-465-6160	North Bay area
494-7000	North Bay (local calls)
1-800-463-0480	North York area
954-3186	North York (local calls)
1-800-465-6160	Ottawa, Sault Ste Marie and Sudbury areas
945-5218	Sault Ste Marie (local calls)
671-0687	Sudbury (local calls)
1-800-567-4176	Scarborough area
954-0212	Scarborough (local calls)





1-800-265-0017 725-3050	St Catharines area St Catharines (local calls)
1-800-665-8749 343-2800	Thunder Bay area Thunder Bay (local calls)
954-0473	Toronto (local calls)
1-800-265-0017 725-3050 250-2900	Waterloo, Windsor areas Waterloo (local calls) Windsor (local calls)
1-800-567-4692	<b>Quebec</b>
873-4692 659-4692	Montreal (local calls) Quebec (Sainte-Foy, local calls)

**(RCM) Royal Canadian Mint**  
Canadian collector coins, orders

1-800-267-1871 **Throughout Canada**

**(RCMP) Royal Canadian Mounted Police**

Emergency service (if local detachment does not answer)

1-800-267-2677 **Manitoba**

**New Brunswick**

1-800-561-4035 Bathurst, Campbellton, Caraquet and Jacquet River areas  
1-800-442-9722 Fredericton, Saint John and Sussex areas  
1-800-332-3974 Moncton area

**Nova Scotia**

(902) 742-1323 Annapolis County  
(902) 564-1323 Cape Breton  
(902) 426-1323 Halifax area, Annapolis Valley/Kings and Hants counties/South shore east  
(902) 893-1323 Northeast Nova Scotia  
(902) 742-1323 South shore west (Liverpool to Yarmouth)

1-800-387-0020 **Ontario**

1-800-387-0022 Service in French

566-7100 **Prince Edward Island** (call collect to Charlottetown)

1-800-267-2677 **Saskatchewan**

Inquiries

1-800-387-0020 **Ontario**

1-800-387-0022 Service in French

Telecommunications Device for the Deaf

1-800-972-6509 **British Columbia**

1-800-442-9747 **New Brunswick** (24-hour service)

1-800-563-2172 **Newfoundland** (24-hour service)

1-426-7554 **Nova Scotia**

**(RCMPC) Royal Canadian Mounted Police Public Complaints Commission**

1-800-267-6637 **Throughout Canada**

**Alberta**

495-4201 Edmonton (local calls)

**British Columbia**

666-7363 Vancouver (local calls)

**Ontario**

952-1471 Ottawa (local calls)

**(RCT) Revenue Canada,  
Taxation**  
Income tax information

1-800-665-0354

**Throughout Canada** (Telecommunications Device  
for the Deaf)

**Alberta**

292-4101  
292-4225  
292-4147

Calgary (local calls)  
-general inquiries  
-requests for forms  
-refund inquiries

423-3510  
423-4044  
423-3500

Edmonton (local calls)  
-general inquiries  
-requests for forms  
-refund inquiries

1-800-232-1966  
1-800-668-7436  
1-800-667-6217  
1-800-232-7254

Northern Alberta  
-general inquiries  
-refund inquiries and GST credit refund  
-source deductions  
-TIPS

1-800-332-1410  
1-800-472-9701  
1-800-472-9702  
1-800-332-1003  
1-800-661-1734

Southern Alberta  
-general inquiries  
-requests for forms  
-refund inquiries and GST credit refund  
-source deductions  
-TIPS

**British Columbia**

1-800-661-6558  
1-800-663-0719  
1-800-663-5061  
492-6877  
1-800-663-0739

Northeastern British Columbia  
Northwestern British Columbia  
Penticton area (TIPS)  
Penticton (local calls) (TIPS)  
Vancouver area (TIPS)  
Vancouver (local calls)

669-5411  
669-1033  
689-8671

-general inquiries  
-requests for forms  
-refund inquiries and GST credit refund

1-800-663-7052

Victoria area (TIPS)

363-0121  
363-3291  
363-0120  
363-0198

Victoria (local calls)  
-general inquiries  
-requests for forms  
-refund inquiries  
-TIPS

**Manitoba**

1-800-282-8079  
1-800-282-8076  
1-800-665-8706

-general inquiries  
-refund inquiries and GST refund  
-TIPS

983-6350  
983-3942  
983-3933

Winnipeg (local calls)  
-general inquiries  
-requests for forms  
-refund inquiries and GST credit refund

**New Brunswick**

548-7100  
548-7911

Bathurst (local calls)  
-general inquiries  
-refund inquiries

453-3000

Fredericton (local calls, GST information)

851-3727

Moncton (local calls, GST information)



1-800-222-9622	Saint John area
1-800-561-9319	-general inquiries
1-800-561-9332	-refund inquiries and GST credit refund
	-TIPS

636-4600	Saint John (local calls)
636-4618	-general inquiries
636-3801	-requests for forms
636-3880	-refund inquiries and GST credit refund
	-TIPS

---

#### Newfoundland, including Labrador

1-800-563-2600	-general inquiries
1-800-563-4572	-inquiries in French
1-800-563-2650	-refund inquiries
1-800-563-5613	-TIPS

772-2610	St John's (local calls)
772-4572	-general inquiries
772-5088	-inquiries in French
772-2660	-requests for forms
772-5921	-refund inquiries
	-TIPS

---

#### Northwest Territories

1-800-661-6451	-general inquiries
1-800-661-9870	-refund inquiries and GST information
1-800-663-3765	-source deductions
1-800-661-6558	-TIPS

---

#### Nova Scotia

1-564-7080	Cape Breton Island
1-564-7873	-general inquiries
1-564-7120	-Automated Collection
1-564-7085	-requests for forms
1-564-7278	-refund inquiries and GST credit refund
	-TIPS

564-7080	Sydney (local calls)
564-7120	-general inquiries
564-7085	-requests for forms
564-7276	-refund inquiries
	-TIPS

1-426-2210	Mainland
1-451-1323	-general inquiries
1-426-2210	-refund inquiries
1-426-3296	-requests for forms
1-426-4466	-source deductions
	-TIPS

426-2210	Halifax (local calls)
426-2151	-general inquiries
451-1323	-requests for forms
426-1977	-refund inquiries
	TIPS

---

#### Ontario

1-800-267-8030	Belleville area
1-800-267-8043	-general inquiries
1-800-267-8040	-requests for forms
1-800-267-8018	-refund inquiries and GST credit refund
	-TIPS

969-3706	Belleville (local calls)
969-3707	-general inquiries
969-3708	-requests for forms
	-refund inquiries and GST credit refund



**(RCT) Revenue Canada,  
Taxation**  
Income tax information  
(continued)

1-800-263-9200	Hamilton area
1-800-263-9205	from Area Code 416
1-800-668-9470	-general inquiries
	-refund inquiries and GST credit refund
	-TIPS
1-800-263-9210	from Area Code 519
1-800-263-9215	-general inquiries
1-800-668-9466	-refund inquiries and GST refund
	-TIPS
522-8671	Hamilton (local calls)
522-7209	-general inquiries
572-2360	-refund inquiries and GST credit refund
	-TIPS
1-800-267-9447	Kingston area
1-800-267-8043	-general inquiries
1-800-267-8409	-requests for forms
	-TIPS
545-8371	Kingston (local calls)
545-8385	-general inquiries
545-8708	-refund inquiries and GST credit refund
	-TIPS
1-800-265-2530	Kitchener area
1-800-265-2210	-general inquiries
1-800-265-2133	-requests for forms
1-800-265-2577	-refund inquiries and GST credit refund
	-TIPS
579-2230	Kitchener (local calls)
579-8951	-general inquiries
745-6868	-requests for forms
	-refund inquiries and GST credit refund
1-800-265-4900	London area
1-800-265-1504	-general inquiries
1-800-265-7949	-refund inquiries and GST credit refund
	-TIPS
645-4211	London (local calls)
645-4244	-general inquiries
645-4273	-requests for forms
	-refund inquiries and GST credit refund
1-800-267-8440	Ottawa area
1-800-267-8442	from Area Code 613
1-800-668-7622	-general inquiries
1-800-267-7622	-refund inquiries
	GST credit refund, RRSP and pension inquiries
	-TIPS
1-800-267-4735	from Area Code 819
1-800-267-4736	-general inquiries
1-800-668-7622	-refund inquiries
1-800-267-1218	GST credit refund, RRSP and pension inquiries
	-TIPS
598-2275	Ottawa (local calls)
957-8088	-general inquiries
598-2290	-requests for forms
957-7834	-refund inquiries
	-TIPS



1-800-263-5672 1-800-263-7255 1-800-263-4747	St Catharines area -general inquiries and requests for forms -refund inquiries and GST credit refund -TIPS
688-4000 688-4006	St Catharines (local calls) -general inquiries and requests for forms -refund inquiries and GST credit refund
1-800-461-4060 1-800-461-4066 1-800-461-3660 1-800-461-6320	Sudbury area from Area Code 705 -general inquiries -refund inquiries and GST credit refund -TIPS from Area Codes 613 and 807
671-0581 671-0596 671-0500	Sudbury (local calls) -general inquiries -requests for forms -refund inquiries and GST credit rebate
1-800-465-6981 1-800-465-6841	Thunder Bay area -general inquiries -TIPS
623-3443 623-2751 623-2346	Thunder Bay (local calls) -general inquiries -requests for forms -refund inquiries and GST credit refund
1-800-387-1700 1-800-387-0720	Toronto Metropolitan area from Area Code 416 -general inquiries -TIPS
1-800-387-5183 1-800-668-7622 1-800-387-0716	from Area Codes 519 and 705 -general inquiries -refund inquiries -TIPS
566-6700 566-6005 277-6381 973-7969	Mississauga (local calls) -general inquiries -requests for forms -refund inquiries -TIPS
869-1500 865-9469 277-6381	North York (local calls) -general inquiries -requests for forms -refund inquiries
296-1950 296-0104	Scarborough (local calls) - general inquiries -requests for forms
1-800-265-4841 1-800-265-4849	Windsor area (Essex County only) -general inquiries -TIPS
258-8302 258-8080 252-3611	Windsor (local calls) -general inquiries -refund inquiries -requests for forms
1-628-4200 1-628-4259 1-628-4299	<b>Prince Edward Island</b> -general inquiries -refund inquiries and GST credit refund -TIPS
628-4200 628-4250 628-4259	Charlottetown (local calls) -general inquiries -requests for forms -refund inquiries and GST credit refund

**(RCT) Revenue Canada,  
Taxation**  
Income tax information  
(continued)

1-800-463-4421	Quebec
1-800-463-6831	Chicoutimi area (from Area Code 418)
698-5580	-TIPS
	Chicoutimi (local calls)
	Laval area
1-800-363-2218	-general inquiries
1-800-363-8761	-TIPS
	Laval (local calls)
956-9101	-general inquiries
956-9115	-requests for forms
283-4714	-TIPS
	Montreal area
1-800-361-2808	-general inquiries
1-800-361-8761	-TIPS
	Montreal (local calls)
283-5300	-general inquiries
283-6715	-refund inquiries
283-5623	-requests for forms
283-4714	-TIPS
	Quebec City area
1-800-463-4421	-general inquiries
1-800-463-6831	-TIPS
	Quebec City (local calls)
648-3180	-general inquiries
648-4083	-requests for forms
648-4931	-refund inquiries
1-800-463-4421	Rimouski area
1-800-463-6831	-TIPS
722-3111	Rimouski (local calls)
	Rouyn area
1-800-567-6428	from Area Code 418
1-800-567-6546	-TIPS
1-800-567-6403	from Area Code 819
1-800-567-6526	-TIPS
	Rouyn (local calls)
764-5171	-general inquiries
797-4299	-refund inquiries and requests for forms
	Saint-Hubert area
1-800-361-2808	-general inquiries
1-800-361-8761	-TIPS
	Saint-Hubert (local calls)
283-5300	-general inquiries
445-5264	-requests for forms
283-4714	-TIPS
	Sherbrooke area
1-800-567-7360	-general inquiries
1-800-567-7372	-refund inquiries
1-800-567-7388	-TIPS
	Sherbrooke (local calls)
564-5888	-general inquiries
821-8565	-requests for forms
564-5892	-refund inquiries
	Trois-Rivières
1-800-567-9325	-TIPS
1-800-567-7388	Trois-Rivières (local calls)
373-2723	

---





		<b>Saskatchewan</b>
	1-800-667-7555 1-800-667-7167	Regina area -TIPS
	780-6015 780-6079 780-5944	Regina (local calls) -general inquiries -requests for forms -refund inquiries and GST credit refund
	1-800-667-2083 1-800-667-3784	Saskatoon area -TIPS
	975-4595 975-4577 975-4580	Saskatoon (local calls) -general inquiries -requests for forms -refund inquiries and GST credit refund
	1-800-663-0451	<b>Yukon</b>
	1-800-663-0719	-TIPS
Non-profit organization information	1-800-267-2384	<b>Throughout Canada</b>
Special services for visually impaired people – publications available in audio, braille or large print formats	1-800-267-1267	<b>Throughout Canada</b>
<b>(SC) Statistics Canada</b> Advisory services		
		<b>Alberta and Northwest Territories</b>
	1-800-282-3907 495-3027 1-800-472-9708 292-6717	Northern Alberta and Northwest Territories Edmonton (local calls) Southern Alberta Calgary (local calls)
	1-800-663-1551 Zenith 08913 666-3691	<b>British Columbia</b> Atlin Vancouver (local calls)
	1-800-542-3404 983-4020	<b>Manitoba</b> Winnipeg (local calls)
	1-800-565-7192 426-5331	<b>New Brunswick, Nova Scotia and Prince Edward Island</b> Halifax (local calls)
	1-800-563-4255 772-4073	<b>Newfoundland, including Labrador</b> St John's (local calls)
	1-800-263-1136 951-8116 973-6586	<b>Ontario</b> Ottawa/Hull (local calls) Toronto (local calls)
	1-800-361-2831 283-5725	<b>Quebec</b> Montreal (local calls)
	1-800-667-7164 780-5405	<b>Saskatchewan</b> Regina (local calls)
	Zenith 08913	<b>Yukon and Atlin, British Columbia</b>
Publications	1-800-267-6677	<b>Throughout Canada</b>
<b>(SEN) The Senate</b>	1-800-267-7362 995-1900	<b>Throughout Canada</b> Ottawa/Hull (local calls)
<b>(SS) Secretary of State of Canada, Department of the General information</b>		
	1-800-563-4220	<b>Newfoundland</b>
	1-426-6227	<b>Nova Scotia</b>
	1-800-387-0700	<b>Ontario</b>

**(SSC) Supply and Services****Canada**

Canadian Armed Forces Pension (see Part I under Supply and Services Canada for program description)	1-800-267-0350 952-9933	<b>Throughout Canada</b> Ottawa/Hull (local calls)
--	----------------------------	---

Superannuation/federal employees and public service insurance plans (see Part I under Supply and Services Canada for program description)	1-800-561-7930	<b>Throughout Canada</b>
---	----------------	--------------------------

**(TC) Transport Canada**

Coast Guard/oil spills, aids to navigation, and other marine and environmental emergencies (see Part I under Transport Canada for program descriptions)	1-800-565-1633	<b>Îles-de-la-Madeleine, New Brunswick, Nova Scotia and Prince Edward Island</b>
---	----------------	--

General information/air		<b>Quebec</b>
-------------------------	--	---------------

1-800-463-9071	Mont-Joli and area
----------------	--------------------

Flight service station	1-800-663-9993	<b>British Columbia</b>
------------------------	----------------	-------------------------

**Ontario**

1-800-465-0111	North Bay
1-800-465-3627	Sioux Lookout (Area Code 807 only)

**Quebec**

1-800-463-4200	Gaspé (Area Code 418 only)
1-800-567-6883	Gatineau

**Saskatchewan**

1-800-772-1373	North Battleford
----------------	------------------

Rescue Co-ordination Centre	1-800-267-6687	<b>Throughout Canada</b>
-----------------------------	----------------	--------------------------

1-800-661-5631 973-4402	<b>Alberta</b> Edmonton (local calls)
----------------------------	--

**British Columbia**

1-800-742-1313	West Coast (Rescue Co-ordination Centre in Victoria)
388-1543	Victoria
732-4141	Vancouver (local calls)

1-800-565-1582 1-800-565-1742	<b>New Brunswick, Newfoundland, Nova Scotia, Prince Edward Island and Eastern Quebec</b>
----------------------------------	--

**Nova Scotia**

1-800-565-1633	Dartmouth, Halifax
----------------	--------------------

**Ontario**

1-800-267-7270	Trenton
----------------	---------

	<b>Other areas</b> – nearest rescue centre (collect calls accepted)
--	---

**(TFC) Telefilm Canada**

1-800-663-7771	<b>British Columbia and Saskatchewan</b>
----------------	--

1-800-565-1773	<b>New Brunswick, Newfoundland, Nova Scotia and Prince Edward Island</b>
----------------	--

**(TSB) Transportation Safety****Board of Canada**

Confidential Aviation Safety Reporting Program	1-800-567-6865	<b>Throughout Canada</b>
---	----------------	--------------------------

**(VAC) Veterans Affairs Canada**

1-800-665-3420	<b>Alberta, Manitoba, Northwest Territories and Saskatchewan</b>
----------------	--

1-800-663-1931	<b>British Columbia</b>
----------------	-------------------------

666-7942	Vancouver (local calls)
----------	-------------------------

1-800-565-1528	<b>New Brunswick and Prince Edward Island</b>
----------------	---



772-4716 **Newfoundland** call collect to St John's

1-426-8199 **Nova Scotia**

426-8199 Dartmouth/Halifax (local calls)

**Ontario**

1-800-387-0930 Area Code 807

1-800-387-0919 Area Codes 519, 613, 705 and 416

426-5226 Toronto (local calls)

**Quebec**

1-800-567-1274 Gatineau

1-800-361-7705 Montreal

1-800-361-6867 Quebec City

1-800-463-2140

1-800-567-7324 Sherbrooke

1-800-663-0239 **Yukon**

**(VIA) VIA Rail Canada**  
Reservations

1-800-561-8630 **Alberta, British Columbia, Manitoba, Northwest Territories, Saskatchewan and Yukon**

1-800-561-3952 **New Brunswick, Nova Scotia and Prince Edward Island**

429-8421 Halifax (local calls)

857-9830 Moncton (local calls)

642-2916 Saint John (local calls)

1-800-561-3926 **Newfoundland**

**Ontario**

1-800-561-8630 Area Code 807

1-800-361-1235 Area Codes 416, 519, 613 and 705

522-7533 Hamilton (local calls)

544-5600 Kingston (local calls)

672-5722 London (local calls)

244-8289 Ottawa (local calls)

366-8411 Toronto (local calls)

256-5511 Windsor (local calls)

1-800-361-5390 **Quebec**

871-1331 Montreal (local calls)

692-3940 Quebec City (local calls)

Telephone Device for the Deaf

1-800-268-9503 **Throughout Canada**

368-6406 Toronto (local calls)

**(WD) Western Economic Diversification Canada**

1-800-663-2008 **British Columbia**

1-800-561-5394 **Manitoba**







## Telephone Services for People with Hearing Impairments

The following telephone numbers are provided by certain departments for use by people with hearing impairments who have access to a Telephone Device for the Deaf (TDD), a Teletype (TTY) or a Visual Ear (VE). Please note the type of service available in each case.

Department / Province	Number	City
<b>Reference Canada (Telephone Referral Services) Throughout Canada</b>	1-800-465-7735	Telecommunications Device for the Deaf (TDD)
Manitoba	(204) 945-4796	Winnipeg (Citizens' Inquiry Service <sup>1</sup> ) (TDD)
Quebec	1-800-361-9596 (514) 873-4626	Communication Quebec <sup>1</sup> (TTY/TDD) Montreal
<b>(BC) Bank of Canada</b>		
Ontario	(416) 593-5073	Toronto (TDD)
Quebec	(514) 393-4322 (514) 393-4365	Montreal (TDD)
<b>(CBC) Canadian Broadcasting Corporation</b>		
Alberta	(403) 521-6097 (403) 468-7880	Calgary (TDD) Edmonton (TDD)
British Columbia	(604) 662-6000	Vancouver (TDD)
Manitoba	1-800-633-3323	Winnipeg (TDD)
New Brunswick, Nova Scotia and Prince Edward Island	1-800-565-5652  (902) 420-4080 (506) 853-6878	Toll-free (French Services) (TDD)  Halifax Moncton
Newfoundland	(709) 576-5157	St John's
Ontario	(613) 724-5173 (416) 205-2270	Ottawa (TDD) Toronto (TDD)
Quebec	(514) 597-4943 1-800-561-9037	Montreal (TDD) Quebec City area, Toll-free (French Services) (TDD)

<sup>1</sup> Federal-Provincial Telephone Referral Service



**(CHRC) Canadian Human Rights Commission**

Alberta	(403) 495-4108	Edmonton (VE)
British Columbia	(604) 666-3071	Vancouver (VE)
Manitoba	(204) 983-2882	Winnipeg (VE)
Nova Scotia	(902) 426-9345	Halifax (VE)
Ontario	(613) 996-5211 (613) 998-5927 (416) 973-8912	Ottawa (National Office) (VE) Ottawa (National Capital Region) (VE) Toronto (VE)
Quebec	(514) 283-1869	Montreal (VE)

**(CMC) Canadian Museum of Civilization**

Quebec	(819) 776-7008	Hull (TDD)
--------	----------------	------------

**(COM) Communications Canada**

British Columbia	(604) 666-5469	Vancouver (TDD)
Manitoba	(204) 983-8989	Winnipeg (TDD)
Ontario/Quebec	(613) 998-3750	Ottawa/Hull (TDD)

**(CRTC) Canadian Radio-television and Telecommunications Commission**

Alberta, British Columbia, Northwest Territories, Yukon	(604) 666-0778	Vancouver (TDD)
Manitoba, Northern Ontario, Saskatchewan	(204) 983-8274	Winnipeg (TDD)
New Brunswick, Newfoundland, Nova Scotia, Prince Edward Island	(902) 426-6997	Halifax (TDD)
Ontario/Quebec	(819) 994-0423	Ottawa/Hull (TDD)
Quebec	(514) 283-8316	Montreal (TDD)

**(EAITC) External Affairs and International Trade Canada**

Ontario	(613) 996-9136	Ottawa/Hull (VE)
---------	----------------	------------------

**(EC) Environment Canada**

Throughout Canada	1-800-267-0825	Toll-free (TDD)
Manitoba	(204) 983-0551	Winnipeg (Canadian Parks Service) (TDD)
Ontario/Quebec	(613) 994-0736	Ottawa/Hull (VE)

**(EIC) Employment and Immigration Canada**

Alberta	(403) 292-6440 (403) 495-5648 (403) 495-6687 (403) 495-3643	Calgary (Canada Employment Centre) (TDD) Edmonton (Adjustment Programs) (TDD) Edmonton (Regional Office) Edmonton (UI inquiries) (TDD)
British Columbia	(604) 666-2337 (604) 744-4224	Vancouver (TDD) Victoria (Telecentre)
Manitoba	(204) 727-2555 (204) 638-5951 (204) 687-4190	Brandon (Canada Employment Centre) (TDD) Dauphin (Canada Employment Centre) (TDD) Flin Flon (Canada Employment Centre) (TDD)





(204) 822-3073	Morden (Canada Employment Centre) (TDD)
(204) 239-8434	Portage la Prairie (Canada Employment Centre) (TDD)
(204) 785-6270	Selkirk (Canada Employment Centre) (TDD)
(204) 326-2658	Steinbach (Canada Employment Centre) (TDD)
(204) 623-3257	The Pas (Canada Employment Centre) (TDD)
(204) 778-6645	Thompson (Canada Employment Centre) (TDD)
(204) 983-3975	Winnipeg (Canada Employment Centre) (TDD)
(204) 983-0553	Winnipeg (Canada Immigration Centre) (TDD)
(204) 983-3264	Winnipeg (regional office) (TDD)
(204) 983-7464	Winnipeg (Unemployment Insurance Telecentre) (TDD)

## New Brunswick

(506) 548-7972	Bathurst (annuities) (TDD)
(506) 548-7997	Bathurst (Canada Employment Centre) (TDD)
(506) 548-7906	Bathurst (employer registration) (TDD)
(506) 789-4521	Campbellton (Canada Employment Centre) (TDD)
(506) 735-3358	Edmundston (Canada Employment Centre) (TDD)
(506) 452-3644	Fredericton (Canada Employment Centre) (TDD)
(506) 452-2483	Fredericton (regional office, Employment) (TDD)
(506) 452-3707	Fredericton (regional office, Immigration) (TDD)
(506) 851-6953	Moncton (Canada Employment Centre) (TDD)
(506) 627-2006	Newcastle (Canada Employment Centre) (TDD)
(506) 636-4962	Saint John (Canada Employment Centre) (TDD)
(506) 465-2049	St Stephen (Canada Employment Centre) (TDD)
(506) 395-9249	Tracadie (Canada Employment Centre) (TDD)
(506) 325-3232	Woodstock (Canada Employment Centre) (TDD)

## Northwest Territories

(403) 920-8411	Yellowknife (Territorial Directorate) (TDD)
----------------	---

## Nova Scotia

(902) 661-6635	Amherst (Canada Employment Centre) (TDD)
(902) 426-2794	Dartmouth (Canada Employment Centre) (TDD)
(902) 426-9985 or	Dartmouth (Nova Scotia Regional Office) (TDD)
(902) 426-5556	
(902) 426-7641	Halifax (Canada Employment Centre) (TDD)
(902) 679-5591	Kentville (Canada Employment Centre) (TDD)
(902) 564-7225	Sydney (Canada Employment Centre) (TDD)

## Ontario

(705) 728-6250	Barrie (Canada Employment Centre) (TDD)
(613) 969-3574	Belleville (Canada Employment Centre) (TDD)
(519) 621-2512	Cambridge (Canada Employment Centre) (TDD)
(519) 354-1039	Chatham (Canada Employment Centre) (TDD)
(613) 938-5747	Cornwall (Canada Employment Centre) (TDD)
(416) 871-7928	Fort Erie (Canada Immigration Centre) (TDD)
(519) 822-6420	Guelph (Canada Employment Centre) (TDD)
(416) 522-2247	Hamilton (Canada Employment Centre) (TDD)
(807) 468-3976	Kenora (Canada Employment Centre) (TDD)
(613) 545-8526	Kingston (Canada Employment Centre) (TDD)
(519) 579-1399	Kitchener (Canada Employment Centre) (TDD)
(519) 326-4767	Leamington (Canada Employment Centre) (TDD)
(519) 645-5452	London (Canada Employment Centre) (TDD)
(416) 878-5691	Milton (Canada Employment Centre) (TDD)
(416) 356-9120	Niagara Falls (Canada Employment Centre) (TDD)
(705) 472-0005	North Bay (Canada Employment Centre) (TDD)
(416) 579-6142	Oshawa (Canada Employment Centre) (TDD)
(613) 990-5193	Ottawa (Centre) (Canada Employment Centre) (TDD)
(613) 954-0675	Ottawa (East) (Canada Employment Centre) (TDD)
(519) 376-6646	Owen Sound (Canada Employment Centre) (TDD)
(613) 735-4903	Pembroke (Canada Employment Centre) (TDD)
(705) 745-5887	Peterborough (Canada Employment Centre) (TDD)
(416) 682-9132	St Catharines (Canada Employment Centre) (TDD)
(519) 332-0050, ext 260	Sarnia (Canada Employment Centre) (TDD)
(705) 942-3999	Sault Ste Marie (Canada Employment Centre) (TDD)
(807) 346-2002	Thunder Bay (North) (Canada Employment Centre) (TDD)
(705) 267-3969	Timmins (Canada Employment Centre) (TDD)
(416) 973-2198	Toronto (Canada Employment Centre) (TDD)
(416) 973-5838	Toronto (Centre) (Canada Employment Centre) (TDD)
(416) 449-4813 or	Toronto (East – Don Mills) (Canada Employment Centre)
461-1863	(TDD)

**(EIC) Employment and Immigration Canada**

Ontario ( <i>continued</i> )	(416) 239-2249	Toronto (Etobicoke) (Canada Employment Centre) (TDD)
	(416) 566-6448	Toronto (Mississauga) (Canada Employment Centre) (TDD)
	(416) 224-3785	Toronto (North York) (Canada Employment Centre) (TDD)
	(416) 535-0679	Toronto (Parkdale) (Canada Employment Centre) (TDD)
	(416) 973-8847	Toronto (Scarborough) (Canada Employment Centre) (TDD)
	(416) 752-9308	Toronto (Scarborough – Specialized Youth Unit) (Canada Employment Centre) (TDD)
	(416) 735-3280	Welland (Canada Employment Centre) (TDD)
	(519) 254-7800	Windsor (Canada Employment Centre) (TDD)
	(519) 944-2132	Windsor (East) (Canada Employment Centre) (TDD)
Prince Edward Island	(519) 537-3016	Woodstock (Canada Employment Centre) (TDD)
	(902) 566-7794	Charlottetown (regional office) (TDD)
	(902) 368-0178	Charlottetown (Canada Employment Centre) (TDD)
	(902) 838-3439	Montague (Canada Employment Centre) (TDD)
Quebec	(902) 888-6808	Summerside (Canada Employment Centre) (TDD)
	(514) 283-6085	Montreal (TDD)
	(819) 994-0243	Hull (National Headquarters, Information Services) (TDD)
	(819) 994-4957	Hull (National Headquarters, Immigration) (TDD)
	(514) 273-3311	Montreal (Saint-Denis/Rosemont) (VE)
Saskatchewan	(514) 471-3722	Terrebonne (Canada Employment Centre) (TDD)
	(306) 692-2766	Moose Jaw (Canada Employment Centre) (TDD)
	(306) 445-0012	North Battleford (Canada Employment Centre) (TDD)
	(306) 495-3643	North Battleford (Canada Employment Centre – Canada Centre) (TDD)
	(306) 763-3349	Prince Albert (Canada Employment Centre) (TDD)
	(306) 780-7506	Regina (Canada Employment Centre) (TDD)
	(306) 780-7502	Regina (regional office) (TDD)
(306) 975-4517		Saskatoon (Canada Employment Centre) (TDD)

**(ELC) Elections Canada**

Throughout Canada	1-800-361-8935	Toll-free (TDD)
-------------------	----------------	-----------------

Ontario/Quebec	(613) 991-2082	Ottawa/Hull (TDD)
----------------	----------------	-------------------

**(FCC) Farm Credit Corporation Canada**

Saskatchewan	(306) 780-5622	Regina (TDD)
--------------	----------------	--------------

**(FIN) Finance Canada, Department of**

Ontario	(613) 996-0035	Ottawa (TDD)
---------	----------------	--------------

**(F&O) Fisheries and Oceans**

Throughout Canada	1-800-668-5228	Toll-free (TDD)
-------------------	----------------	-----------------

**(HC) House of Commons**

Ontario/Quebec	(613) 995-2266	Ottawa/Hull (TDD)
----------------	----------------	-------------------

**(HWC) Health and Welfare Canada**

Throughout Canada	1-800-267-1245	Toll-free (TDD)
-------------------	----------------	-----------------

Throughout Canada	1-800-561-5643	Toll-free (Family Violence Initiative) (TDD)
-------------------	----------------	--

Ontario	(613) 952-6396	Ottawa/Hull (Family Violence Initiative) (TDD)
	(613) 952-7128	Ottawa/Hull (Disabled Persons Unit) (TDD)

Manitoba	(204) 983-2304	Winnipeg (Income Security Programs) (TDD)
----------	----------------	---





<b>(ICC) Information Commissioner of Canada</b>		
Ontario	(613) 992-9190	Ottawa/Hull (TDD) (collect calls accepted)
<b>(INAC) Indian and Northern Affairs Canada</b>		
Ontario/Quebec	(819) 997-1872	Ottawa/Hull (TDD)
<b>(JUST) Justice Canada, Department of</b>		
Throughout Canada	1-800-267-7676	Toll-free (Family Orders and Agreements Enforcement Unit) (TDD)
<b>(LAB) Labour Canada</b>		
Ontario/Quebec	(819) 953-8000	Ottawa/Hull (Workers with Disabilities Fund) (TDD)
<b>(MA) Marine Atlantic Inc</b>		
Nova Scotia	(902) 794-8109	North Sydney (TDD)
<b>(NAM) National Aviation Museum</b>		
Ontario/Quebec	(613) 990-7530	Ottawa/Hull (TDD)
<b>(ND) National Defence</b>		
Alberta	(403) 240-7118 (403) 840-8557	Calgary (TDD) Cold Lake (TDD)
British Columbia	(604) 363-2735 (604) 339-8710 (604) 363-2595	Chilliwack (TDD) Comox (TDD) Victoria (TDD)
New Brunswick	(506) 422-3502 (506) 851-0500	Gagetown (TDD) Moncton (TDD)
Nova Scotia	(902) 638-8631 (902) 466-1720	Cornwallis (TDD) Shearwater (TDD)
Ontario	(613) 996-6644 (416) 635-4881 (613) 965-7282 (613) 965-2504	Ottawa (Civilian Personnel) (TDD) Toronto (TDD) Trenton (FMC) (TDD) Trenton (CFTS) (TDD)
Quebec	(514) 252-2228 (514) 878-1962	Montreal (TDD) St-Jean-sur-Richelieu (TDD)
Saskatchewan	(306) 694-2734	Moose Jaw (TDD)
<b>(NGC) National Gallery of Canada</b>		
Ontario	(613) 990-8340	Ottawa/Hull (Educational services for people with hearing impairments, collect calls accepted) (TDD)
<b>(NLC) National Library of Canada</b>		
Ontario	(613) 992-6969	Ottawa/Hull (TDD)
<b>(NTA) National Transportation Agency of Canada</b>		
Quebec	(819) 953-9705	Ottawa/Hull (TDD)
<b>(OCOL) Office of the Commissioner of Official Languages</b>		
Throughout Canada	1-800-461-2630	Toll-free (TDD)



**(PCC) Privacy Commissioner  
of Canada**

Ontario	(613) 992-9190	Ottawa/Hull (TDD)
---------	----------------	-------------------

**(PO) Passport Office**

Ontario/Quebec	(613) 994-3560	Ottawa/Hull (VE)
----------------	----------------	------------------

**(PSC) Public Service  
Commission of Canada**

Alberta	(403) 495-3130	Edmonton (VE)
British Columbia	(604) 666-6868 (604) 363-0564	Vancouver (TDD) Victoria (TDD)
Manitoba	(204) 983-6066	Winnipeg
New Brunswick	(506) 857-6624	Moncton (TDD)
Newfoundland	(709) 772-4317	St John's (TDD)
Nova Scotia	(902) 426-6246	Halifax (TDD)
Ontario	(613) 736-2402 (613) 996-1205 (416) 973-2269	Ottawa (Head Office) (VE) Ottawa (National Capital Region) (VE) Toronto (VE)
Prince Edward Island	(902) 566-7039	Charlottetown (VE)
Quebec	(514) 283-2467 (418) 648-7273	Montreal (VE) Quebec (VE)
Saskatchewan	(306) 780-6719	Regina (VE)

**(PWC) Public Works Canada**

Alberta	(403) 497-3600	Edmonton (TDD)
British Columbia	(604) 623-6120	Vancouver (TDD)
New Brunswick	(506) 636-4526	Saint John (TDD)
Newfoundland	(709) 772-4940	St John's (TDD)
Nova Scotia	(902) 426-5029	Halifax (TDD)
Ontario	(613) 736-2402 (416) 512-5972 (416) 590-8212	Ottawa (TDD) Toronto (Human Resources) (TDD) Toronto (Word Processing) (TDD)
Prince Edward Island	(902) 566-7502	Charlottetown (TDD)
Quebec	(819) 775-4737 (514) 496-3370 (418) 649-2754	Hull (TDD) Montreal (TDD) Quebec (TDD)

**(RCCE) Revenue Canada,  
Customs and Excise**

Throughout Canada	1-800-465-5770	Toll-free (TDD)
Manitoba	1-800-465-3411	Toll-free (GST information) (TDD)
Nova Scotia	(902) 426-2228	Halifax (VE)

**(RCMP) Royal Canadian  
Mounted Police**

(24 hours; collect calls accepted  
where 800 toll-free is not  
available)

Alberta	(403) 471-9675	Edmonton (TDD)
British Columbia	1-800-972-6509 (604) 681-1932	Toll-free (TDD) Vancouver (TDD)
Manitoba	(204) 983-4205	Winnipeg (TDD)



New Brunswick	1-800-442-9747 (506) 387-4849	Toll-free in New Brunswick (TDD) Moncton (TDD)
Newfoundland	1-800-563-2172	Toll-free in Newfoundland (TDD)
Northwest Territories	(403) 920-6666	Yellowknife (TDD)
Nova Scotia	(902) 426-7554 (902) 421-1212	Halifax (TDD) (MT&T TDD long distance operator)
Ontario	(613) 993-3887 (519) 640-7495	Ottawa (TDD) Southwestern Ontario (TDD)
Prince Edward Island	(902) 566-7155	Charlottetown (TDD)
Quebec	(514) 283-3833	Montreal (TDD)
Saskatchewan	(306) 780-6788	Regina (TDD)
Yukon	(403) 667-5502	Whitehorse (TDD)
<b>(RCT) Revenue Canada</b>		
<b>Taxation</b>		
Throughout Canada	1-800-665-0354	Toll-free across Canada (TDD)
<b>(SC) Statistics Canada</b>		
Throughout Canada	1-800-363-7629	Toll-free across Canada (TDD)
<b>(SS) Secretary of State of Canada, Department of the</b>		
Alberta	(403) 292-6944 (403) 495-4956	Calgary (TDD) Edmonton (TDD)
British Columbia	(604) 666-3263	Vancouver (TDD)
Manitoba	(204) 983-0050	Winnipeg (TDD)
New Brunswick	(506) 851-6988	Moncton (TDD)
Newfoundland	(709) 772-4564	St John's (TDD)
Nova Scotia	(902) 426-9522	Halifax (TDD)
Ontario	(519) 645-5190 (819) 997-8775 (819) 997-2412  (807) 345-4282 (416) 973-6001	London (TDD) Ottawa/Hull (TDD) Ottawa/Hull ((Status of Disabled Persons Secretariat) (TDD) Thunder Bay (TDD) Toronto (TDD)
Prince Edward Island	(902) 566-7344	Charlottetown (TDD)
Quebec	(418) 542-7582 (514) 283-9397 (418) 648-7088	Jonquière (TDD) Montreal (TDD) Quebec (TDD)
Saskatchewan	(306) 780-7289 (306) 975-5298	Regina (TDD) Saskatoon (TDD)
<b>(SWC) Status of Women Canada</b>		
Ontario/Quebec	(613) 996-1322	Ottawa/Hull (collect calls accepted) (TDD)
<b>(VAC) Veterans Affairs Canada</b>		
Manitoba	(204) 726-7539 (204) 983-4167	Brandon (TDD) Winnipeg (TDD)
Prince Edward Island	(902) 566-8717	Charlottetown (management services) (VE)
<b>(VIA) VIA Rail Canada</b>		
Throughout Canada	1-800-268-9503 (416) 368-6406	Toll-free (TDD) Toronto (TDD)



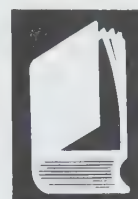




# ***Subject Index***







## Subject Index

**Subject** **Page** **Program**

### A

abduction  
     of children, international 161 EAITC 19  
 Aboriginal Business Development and Joint Ventures Program 208 ISTC 1  
 Aboriginal Capital Corporations (ACCs) 208 ISTC 2  
 Aboriginal Economic Programs (AEP) 208 ISTC 4  
 aboriginal peoples *see* native peoples  
 Aboriginal Representative Organizations Program 259 SS 4  
 Aboriginal Women's Program 259 SS 6  
 abortion statistics 255 SC 15  
 ACCESS Program for Disabled Persons 243 PSC 10  
 Access to Archaeology Program 151 COM 13  
 access to federal information  
     complaints 201 ICC 1  
     divorce registry 218 JUST 19  
     government information  
         holdings 266 TB 3  
         personnel records 225 NA 3  
         request forms 266 TB 3  
 Access to Legal Information Fund 217 JUST 2  
 Accessible-Vehicle Acquisition Program 273 TC 81  
 accidents  
     aviation 275 TSB 1  
     aviation occurrence reporting 275 TSB 2  
     dangerous  
         goods/emergency response 271 TC 63  
     industrial, transportation  
         measures 271 TC 60  
     marine/investigations 269 TC 43  
     statistics 255 SC 15  
     workers' compensation 188 EPC 3  
     220 LAB 7  
 accommodation  
     expenses, public servants 262 SSC 9  
     federal government 246 PWC 1  
     federal institutions 247 PWC 13  
     military/for civilian use 229 ND 6  
     students, native people 202 INAC 6  
     traveller/statistics 255 SC 19  
 accounting  
     counselling for small business 192 FBDB 4  
     review of government accounts 194 FIN 1  
 ACCs (Aboriginal Capital Corporations) 208 ISTC 2

**Subject** **Page** **Program**

acid rain  
     federal program for 169 EC 27  
     health 196 HWC 3  
     research 167 EC 11  
 ACOA Action Program 127 ACOA 1  
 ACOA Co-operation Program 127 ACOA 2  
 addiction (*see also* drugs and narcotics)  
     native peoples 198 HWC 21  
     treatment and rehabilitation 199 HWC 32  
 Addictions and Community Funded Programs (ACFP) 198 HWC 21  
 adjudication/public service grievances 245 PSSRB 2  
 Adjudicator Appointment Index 219 LAB 1  
 Adjustment Assistance Program  
     immigrants 176 EIC 52  
 admiralty proceedings, court hearings 123 FCTC 1  
 adoption  
     aboriginal children 204 INAC 25  
     inter-provincial, international leave benefits 199 HWC 33  
     175 EIC 41  
 ADTR Agreements (Alcohol and Drug Treatment and Rehabilitation) 199 HWC 32  
 advance child tax credits  
     direct deposit of payments 254 RCT 34  
 Advance Payment for Crops (APCA) 131 AGR 17  
     131 AGR 21  
     131 AGR 23  
 Advanced Manufacturing Technology Application Program (AMTAP) 208 ISTC 5  
 Advanced TeleVision (ATV) 151 COM 22  
 advertising  
     consumer protection 137 CCAC 2  
     misleading, complaints 138 CCAC 5  
 Advisory Committee on Vital Points (ACVP) 188 EPC 1  
 AEP (Aboriginal Economic Programs) 208 ISTC 4  
 aeromedicine  
     research and training 197 HWC 14  
 aeronautics  
     airworthiness of products 267 TC 11  
     flight safety 266 TC 2  
     inspections of electronic navigational aids 267 TC 12  
     research and development 236 NRC 16  
 aerospace, NATO projects 165 EAITC 43



Subject	Page	Program	Subject	Page	Program
aerospace industry			plant and plant product control	129	AGR 4
international marketing and consulting	164	EAITC 39	Prairie Farm Rehabilitation Administration (PFRA)	134	AGR 46
productivity program	214	ISTC 52	regulating production	129	AGR 5
research and development	236	NRC 16	research	129	AGR 2
affidavits, Canadian			research aid/developing countries	144	CIDA 8
authentication for use abroad	161	EAITC 18	research and development inventory	129	AGR 3
Affordability and Choice Today (ACT)	148	CMHC 24	research grants/university	129	AGR 1
age discrimination <i>see</i> discrimination			statistics	254	SC 2
aging, information/public discussion	226	NACA 1	trade development	164	EAITC 37
AgriCat, agriculture and food sciences information	134	AGR 44	weather services	166	EC 3
Agricultural Products Marketing Act (APMA)	132	AGR 30	Agriculture Museum	233	NMST 2
agriculture ( <i>see also</i> farms/farmers; food and food products; grains and oilseeds; livestock)			agri-food industry		
agri-food industry research	129	AGR 3	development, regional	133	AGR 34
agri-food market			electronic marketing		
development and information	132	AGR 28	information	133	AGR 43
atmospheric environmental research	167	EC 11	information data base	133	AGR 41
biotechnology research	235	NRC 11	market strategies	133	AGR 36
Canadian Rural Transition Program	174	EIC 32	AgriNet, agriculture and food sciences information	134	AGR 44
census	254	SC 2	aid, foreign ( <i>see also</i> developing countries)		
climate information	166	EC 6	disaster preparedness	144	CIDA 9
conservation of natural resources	132	AGR 33	food	144	CIDA 7
consumer protection	137	CCAC 2	institutional co-operation	144	CIDA 5
co-operatives	130	AGR 14	international organizations	144	CIDA 8
environmental statistics	257	SC 34	Third World countries	143	CIDA 1
equipment export/global marketing	163	EAITC 32		143	CIDA 2
exhibitions and fairs, funding	132	AGR 31	Aid to Scholarly Publications, grants	264	SSHRC 4
farm improvement loans	131	AGR 24	AIDS		
fellowships	129	AGR 1	community programs and services	197	HWC 9
grading/import and export inspection	129	AGR 5	control and prevention	196	HWC 5
grains	158	CWB 1	HIV laboratories	196	HWC 4
grazing rights on National Defence land	229	ND 6	research funding	197	HWC 11
import/export controls	162	EAITC 21		224	MRC 1
international programs	132	AGR 32	air carriers <i>see</i> air transportation; aircraft; airports; aviation		
land resources	168	EC 25	air cushion vehicles <i>see</i> hovercraft		
licensing/certification	129	AGR 5	air quality		
loans/co-operative ownership	193	FCC 2	Canada – US border	201	IJC 1
market development, situation and information	132	AGR 28	indoors/research	196	HWC 3
marketing agencies	231	NFPMC 1	research	167	EC 11
marketing agencies and boards	132	AGR 30	technology development	180	EMR 26
Mexican and Caribbean workers	173	EIC 17	air shows	267	TC 9
monitoring by satellite	157	CSPA 7	air surveillance		
mortgage loans	193	FCC 1	North American air defence	206	INAC 43
	193	FCC 3	air traffic controllers <i>see</i> air transportation		
museum	233	NMST 2	air transportation		
penitentiaries/agribusiness	284	CORC 1	boarding systems for disabled passengers	273	TC 79
			carriers/dispute resolution	239	NTA 3
			carriers/licensing	239	NTA 6
			carriers/mergers	239	NTA 3
			carriers/operating certificates	266	TC 3
			dangerous goods	271	TC 61
			elderly and disabled persons	273	TC 79
			flight test standards	266	TC 1
			international, civil	267	TC 16



Subject	Page	Program
navigation charts/sales	182	EMR 50
regulations enforcement	267	TC 10
search and rescue	238	NSS 1
security services	268	TC 23
statistics	256	SC 32
subsidies	239	NTA 1
traffic control	266	TC 5
traffic controllers/licensing, careers	266	TC 1
traffic controllers/medical assessment	197	HWC 14
weather services	166	EC 2
aircraft ( <i>see also</i> air transportation; airports; aviation)		
certification/airworthiness standards	267	TC 11
crash, firefighting and rescue services	268	TC 21
maintenance		
engineers/licensing, careers	266	TC 1
military/air infractions	229	ND 13
military/civilian use	229	ND 7
military/noise complaints	229	ND 13
museum collection	226	NAM 1
navigation aids inspection	267	TC 12
registration	266	TC 7
regulations enforcement	267	TC 10
research	236	NRC 16
safety information and education	266	TC 4
search and rescue alert services	267	TC 14
airports ( <i>see also</i> air transportation; aircraft; aviation)		
air traffic control	266	TC 5
bird hazard control	268	TC 22
commercial development	267	TC 17
crash, firefighting and rescue services	268	TC 21
duty-free shops	248	RCCE 10
facilities	246	PWC 7
	267	TC 19
	274	TC 87
forecasting models		
local and commercial/financial assistance	267	TC 18
military/noise complaints	229	ND 13
Mirabel land management	145	CLC 1
safety/standards and guidelines	268	TC 20
security	268	TC 23
services information	267	TC 8
tax statistics	256	SC 32
airspace		
design and organization	266	TC 6
information	267	TC 8
Alaska Highway		
art exhibit	158	CWM 1
gas pipeline	230	NEB 5
	234	NPA 1
Alberta – Canada		
wood products exports	214	ISTC 49
Alberta Government Telephone (AGT), regulation of	154	CRTC 1

Subject	Page	Program
alcohol abuse ( <i>see also</i> drugs and narcotics)		
community action programs	197	HWC 9
funding/research	197	HWC 11
native programs	198	HWC 21
treatment programs for offenders	154	CSC 1
	155	CSC 6
Alcohol and Drug Treatment and Rehabilitation Agreements (ADTR)	199	HWC 32
Algoma Steel		
aid for workers	220	LAB 13
alimony		
family support	218	JUST 18
garnishment, civil servants	218	JUST 16
tracing of defaulters	218	JUST 17
Allan Memorial Institute		
Depatterned Persons (AMIDP) Assistance Plan	219	JUST 20
Alternative Energy Development Agreement for PEI	181	EMR 36
Alzheimer's disease		
identification and surveillance	196	HWC 4
research, biodiagnostics	235	NRC 6
amateur athletic associations, taxation	252	RCT 13
amateur radio operators		
examination	152	COM 24
amateur sport, games	191	FAS 3
ambassadors to Canada		
Letters of Credence	119	GG 1
Anik satellite, leased channels	135	CBC 1
animals ( <i>see also</i> agriculture; livestock)		
agricultural/research	129	AGR 2
breeding and pedigree records	133	AGR 40
compensation decisions/appeals	123	FCTC 2
disease protection	123	FCTC 2
disease protection, research and testing	129	AGR 4
endangered species	167	EC 12
exotic, import/export	167	EC 12
medicated feeds/requests	196	HWC 6
anniversaries		
message from Governor General	119	GG 5
message from Queen	119	GG 5
anti-discrimination <i>see</i> discrimination		
anti-dumping		
appeals and investigations	248	RCCE 1
anti-doping, sports	191	FAS 3
appeals		
animal		
diseases/compensation	123	FCTC 2
anti-dumping	248	RCCE 1
band elections	204	INAC 22
courts martial	123	CMAC 1
deportation	207	IRB 1
employment equity/federal	173	EIC 23



Subject	Page	Program
appeals ( <i>continued</i> )		
hearings/Federal Court of Appeal	123	FCTC 1
immigration	176	EIC 55
	207	IRB 1
income tax assessments	253	RCT 23
pensions	240	PAB 1
	276	VAC 6
pesticide residue compensation	123	FCTC 2
plant quarantine compensation	123	FCTC 2
public service staffing	244	PSC 21
RCMP members	251	RCMPR 1
refugee	207	IRB 1
unemployment insurance	175	EIC 36
Appeals Information and Reporting System (AIRS)		
electronic income tax service	254	RCT 32
aquaculture <i>see</i> fish/fisheries		
arbitration		
public service	245	PSSRB 1
labour disputes	219	LAB 1
archaeology		
Canadian	146	CMC 1
co-operation, Canada – France	151	COM 16
grants	151	COM 13
architecture		
archives	225	NA 2
federal projects	246	PWC 3
heritage resources	150	COM 10
inventory of pre-1914 buildings	170	EC 40
landscape, federal projects	246	PWC 4
preservation of heritage buildings	171	EC 45
preservation of historic sites	171	EC 44
archives ( <i>see also</i> libraries)		
architectural drawings	225	NA 2
audio-visual material	225	NA 2
cartoons	225	NA 2
foreign	225	NA 2
historical papers and records	225	NA 2
intergovernmental documents	143	CICS 1
National Map Collection	225	NA 2
personnel records	225	NA 3
photograph and art collection	225	NA 2
Arctic		
climate data for development/transportation	166	EC 6
environmental study	206	INAC 47
housing research	236	NRC 13
icebreaking	268	TC 25
	268	TC 27
research support	184	EMR 72
sealift	268	TC 26
weather services	166	EC 1
armed forces <i>see</i> Canadian Forces; veterans		
armouries, civilian use	229	ND 6
arms control research	161	EAITC 14
Army Benevolent Fund	276	VAC 3

Subject	Page	Program
art/artists ( <i>see also</i> culture)		
archive collection	225	NA 2
book illustrations/manuscript collection	232	NLC 5
contributions to Canadiana Fund	227	NCC 6
copyright	138	CCAC 12
financial and technical assistance to galleries	151	COM 14
financial assistance	137	CC 1
Indian	202	INAC 1
insurance/travelling exhibitions	151	COM 12
Inuit	202	INAC 3
National Gallery of Canada	231	NGC 1
organizations/funding	149	COM 1
prohibited imports	249	RCCE 14
statistics	255	SC 18
transportation	150	COM 10
war, exhibit	158	CWM 1
Art Bank grants	137	CC 1
artificial intelligence research	235	NRC 7
arts, performing ( <i>see also</i> film and video)		
acting workshops	226	NAC 5
dance	226	NAC 3
dance, television productions	225	NAC 2
distribution	225	NAC 1
financial assistance	137	CC 1
Inuit	202	INAC 3
National Capital Region	225	NAC 1
orchestra promotion	149	COM 1
royalty payments	135	CB 1
statistics	255	SC 18
theatre, competitions	226	NAC 5
theatre, National Arts Centre	225	NAC 1
theatre, productions	226	NAC 5
theatre, televised production	225	NAC 2
Arts Award Service	137	CC 1
Asian Languages and Awareness Fund	162	EAITC 24
Assessment Centre for the Early Identification of Executive Potential	244	PSC 19
assistance, financial ( <i>see also</i> funding; grants; scholarships, fellowships and bursaries)		
4-H movement	133	AGR 39
agricultural commodities/price supports	131	AGR 20
agricultural exhibits and fairs	132	AGR 31
agri-food products marketing	132	AGR 29
airports, local and commercial	267	TC 18
archaeological resources	151	COM 13
arts/artists	137	CC 1
arts and culture	149	COM 1
book publishers, Canadian	151	COM 18
book publishing	151	COM 17
business	192	FBDB 1
business, Atlantic region	127	ACOA 2
business, native people	205	INAC 34
	208	ISTC 2





Subject	Page	Program
business, Northern Ontario	215	ISTC 58
	215	ISTC 59
business, venture capital	193	FBDB 10
business loans, Atlantic region	127	ACOA 1
business loans, student	172	EIC 10
business loans, Western region	277	WD 2
Canada Day celebrations	259	SS 10
Canadian Heritage Rivers Board	170	EC 38
Canadian studies and learning materials	259	SS 12
child care/development of services	200	HWC 34
Community Futures/employment	174	EIC 27
community groups	222	MCC 3
compensation, former patients of Allan Memorial Institute	219	JUST 20
defence industry	229	ND 15
demonstration projects, housing	214	ISTC 51
developing countries	143	CIDA 2
developing countries, interest-free loans	144	CIDA 8
developing countries, research	201	IDRC 1
disabled persons, advocacy groups	258	SS 3
disabled persons, programs	200	HWC 36
disabled persons, projects for native	259	SS 8
disabled persons, vehicles	273	TC 81
disabled workers, employment	221	LAB 14
disaster relief/provincial	188	EPC 4
energy conservation	169	EC 32
	180	EMR 29
	180	EMR 31
energy-efficient housing	179	EMR 25
	180	EMR 27
environmental clean-ups	171	EC 48
environmental protection/Indian reserves	203	INAC 10
environmental technologies, new	211	ISTC 23
equity in the workplace	220	LAB 11
export	164	EAITC 35
export guarantees	171	EDC 1
export promotion	212	ISTC 34
exporters	163	EAITC 28
Farm Debt Review Board	132	AGR 25
farmers	131	AGR 21
	174	EIC 32
farmers/crop insurance	131	AGR 19
film and video industry	149	COM 2
film marketing, production and distribution	274	TFC 1
foreign policy conferences	159	EAITC 2
forestry, incentives for industry	214	ISTC 50
forestry, research	195	FORC 4

Subject	Page	Program
grape and wine producers	133	AGR 35
health/provincial programs	197	HWC 10
health research	197	HWC 11
heritage institutions	150	COM 9
highway construction	274	TC 90
housing, non-profit	147	CMHC 9
housing, rent supplement	147	CMHC 13
housing, rural communities	147	CMHC 7
housing, urban/native peoples	147	CMHC 14
housing adaptations for senior citizens	148	CMHC 27
housing co-operatives	147	CMHC 8
housing rehabilitation	147	CMHC 6
human rights organizations	223	MCC 5
illness and injury		
benefits/unemployment	175	EIC 41
immigrants/adjustment	176	EIC 52
import of technology	163	EAITC 33
industrial research	236	NRC 19
Industry Energy Research and Development Program	180	EMR 28
institutions/international development	144	CIDA 5
integrated research	210	ISTC 19
international development	143	CIDA 1
international development/NGOs	143	CIDA 4
international trade	162	EAITC 24
Inuit/counselling	205	INAC 36
Inuit/performing artists and authors	202	INAC 3
job creation	174	EIC 27
labour education	220	LAB 8
labour market innovations	174	EIC 31
labour relations	220	LAB 9
language teachers	260	SS 16
learned societies	264	SSHRC 1
manufacturing/processing, Atlantic region	127	ACOA 1
maple products market development	133	AGR 42
maternity benefits/unemployment	175	EIC 41
microelectronics research	209	ISTC 9
mineral exploration and development	187	EMR 92
multiculturalism	223	MCC 11
museums	151	COM 14
native associations	259	SS 4
native broadcasting	259	SS 7
native friendship centres	259	SS 8
native peoples/businesses	205	INAC 34
	208	ISTC 2
native peoples/communities and entrepreneurs	208	ISTC 1
native peoples/cultural educational centres	202	INAC 2
native peoples/educational support services	202	INAC 6
native peoples/health-related education	198	HWC 24
native peoples/housing	147	CMHC 14
native peoples/law students	218	JUST 10

Subject	Page	Program
assistance, financial ( <i>continued</i> )		
native peoples/legal aid	204	INAC 27
	204	INAC 28
native peoples/ postsecondary education	202	INAC 5
native peoples/student allowance	202	INAC 6
Natural Gas Fueling Station Program	181	EMR 41
Natural Gas Vehicle Program	181	EMR 40
northern native research	206	INAC 44
Northern Ontario businesses	215	ISTC 58
northern research/training	202	INAC 7
occupational training	175	EIC 38
official languages in education	260	SS 18
older workers	220	LAB 12
parental leave	175	EIC 41
provinces/territories for alcohol and drug rehabilitation	199	HWC 32
provincial programs, health	197	HWC 10
publishing	151	COM 17
	151	COM 18
refugees, settlement assistance	176	EIC 53
research <i>see</i> research and development		
scholarly associations	264	SSHRC 4
scholarly publications	264	SSHRC 4
school drop-out prevention	173	EIC 13
science and technology projects	210	ISTC 17
securities for lines of credit, business	193	FBDB 9
senior citizens' community projects	199	HWC 28
seniors' programs	199	HWC 29
soil and water conservation	132	AGR 33
sound recording industry	150	COM 3
	150	COM 4
space-based research	157	CSPA 6
strategic grants	264	SSHRC 2
student loans	260	SS 13
student summer employment	172	EIC 11
technological change/labour research	220	LAB 9
technology, foreign	163	EAITC 33
technology application	209	ISTC 11
technology networks, research and development	208	ISTC 6
tobacco farmers	132	AGR 26
trade associations	151	COM 17
training and wage subsidies for employers	174	EIC 30
transportation subsidies	239	NTA 1
travel/exchanges	259	SS 9
travel for research	264	SSHRC 4
unemployment insurance	175	EIC 36
University and College Entrance Preparation (UCEP)	202	INAC 5
venture capital for business	193	FBDB 10

Subject	Page	Program
veterans, Army Benevolent Fund	276	VAC 3
veterans, benefits	276	VAC 2
veterans, independent living	276	VAC 3
voluntary groups/consumer issues	137	CCAC 1
volunteer organizations	222	MCC 3
Western business	277	WD 2
Western business/ international marketing	277	WD 3
women/equity in the workplace	220	LAB 10
women/farm	134	AGR 45
women's programs	261	SS 21
workers' compensation agreements	188	EPC 3
workplace-based training	173	EIC 20
writing and publishing	137	CC 1
youth in international development projects	144	CIDA 12
assistance, technical		
airport facilities	267	TC 19
business development/ seminars, conferences, studies	208	ISTC 3
Canadian Heritage Rivers Board	170	EC 38
developing countries	143	CIDA 2
developing countries/ industrial aid	144	CIDA 6
employment for disadvantaged people	172	EIC 6
environmental management	169	EC 35
fitness	191	FAS 2
forestry	195	FORC 2
heritage institutions	150	COM 9
Indian reserves/construction	202	INAC 8
Indian reserves/ environmental protection	203	INAC 10
Indian reserves/resource development	204	INAC 30
international standards activities	265	STCC 1
multiculturalism	223	MCC 11
museums	151	COM 14
pollution management	169	EC 31
telecommunications	153	COM 41
telecommunications, exporting	153	COM 40
tourism development	212	ISTC 37
volunteer organizations	222	MCC 3
Association of Universities and Colleges of Canada		
emergency preparedness research fellowship	188	EPC 6
official language fellowships	260	SS 15
scholarships	209	ISTC 13
astronaut program ( <i>see also</i> space)	156	CSPA 3
space station work	156	CSPA 4
astronomy		
museum	233	NMST 1
space	156	CSPA 1
astronomy/astrophysics research and observatories	235	NRC 10





Subject	Page	Program
athletic associations, taxation	252	RCT 13
Atlantic Fisheries Licence Appeal Board	190	F&O 17
Atlantic Pilotage Authority	270	TC 55
Atlantic region		
economic co-operation	127	ACOA 2
energy development		
agreement	181	EMR 36
ferry services	222	MA 1
financial assistance, business	127	ACOA 1
fisheries, adjustment program	190	F&O 10
fisheries information	189	F&O 1
fisheries licensing, appeals	190	F&O 17
<i>Atlas, Canada Gazetteer</i>	182	EMR 43
<i>Atlas of Canada, National</i>	182	EMR 44
atmospheric circulation statistics	167	EC 7
atmospheric research	167	EC 11
atomic energy <i>see</i> nuclear energy		
audio-visual material <i>see</i> film and video		
audits and related services	281	CAC 1
federal, internal	266	TB 2
federal government	239	OAG 1
income tax	253	RCT 21
staffing practices and procedures	245	PSC 23
authentication of documents	161	EAITC 18
Auto Pact, tariff benefits	214	ISTC 47
Automated Collection System (ACS), income tax	254	RCT 27
Automated Printing Network (APN)	282	CCG 15
automation		
office, research	153	COM 42
research	235	NRC 7
automotive industry		
Auto Pact tariff benefits	214	ISTC 47
duty remission	214	ISTC 46
improved		
manufacturing/funding	213	ISTC 45
joint industry-government initiatives	211	ISTC 30
aviation ( <i>see also</i> air transportation; aircraft; airports)		
accident investigation and safety	275	TSB 1
careers	266	TC 1
charts, sales	182	EMR 50
civil/medicine	197	HWC 14
civil/personnel licensing	266	TC 1
flight information	266	TC 2
health and safety	197	HWC 14
international	267	TC 16
museum	226	NAM 1
navigation aids/ development	266	TC 6
navigation information	267	TC 8
navigation systems	267	TC 13
safety aids	266	TC 2
safety research and information	266	TC 4
special events	267	TC 9
statistics	256	SC 32
traffic, forecasting of	274	TC 87

Subject	Page	Program
volunteer reporting of incidents	275	TSB 2
weather services	166	EC 2
Aviation Weather Information Service (AWIS)	266	TC 2
Award for Excellence in Race Relations	223	MCC 8
awards and prizes		
arts and culture	137	CC 3
business	211	ISTC 26
business excellence	213	ISTC 44
Canada Export Award	163	EAITC 29
Canada Volunteer Award	200	HWC 37
citizenship awards/voluntary contribution	223	MCC 4
environmental achievement		
awards	171	EC 46
health and welfare	200	HWC 37
health science research		
training	224	MRC 2
housing design	148	CMHC 26
international development		
research	201	IDRC 1
Native Educational Awards Program	149	CN 5
race relations	223	MCC 8
science/youth	237	NRTEE 3
second official language		
studies	260	SS 15
voluntary contribution	200	HWC 37
	223	MCC 4
AWIS (Aviation Weather Information Service)	266	TC 2

## B

balance of payments, statistics	256	SC 21
Band Membership Rules Development Grant	204	INAC 21
Band Membership Rules Implementation Grant	204	INAC 21
bands, military	229	ND 10
bank balances, unclaimed		
safekeeping	134	BC 4
bank notes, damaged	134	BC 5
<i>Bank of Canada Review</i>	135	BC 6
<i>Bank of Canada Weekly Financial Statistics</i>	135	BC 6
banking industry		
employment equity	173	EIC 24
banking services		
federal government departments	262	SSC 6
bankruptcy		
investigation and information	138	CCAC 11
banks ( <i>see also</i> financial institutions)		
deposit insurance	141	CDIC 1
labour relations	145	CLRB 1
statistics	256	SC 30
supervision	240	OSFI 1



Subject	Page	Program
barley ( <i>see also</i> grains and oilseeds)		
initial payments	130	AGR 12
sales and transportation	158	CWB 1
battlefields, Quebec	226	NBC 1
beacons/marine navigation	269	TC 32
beef <i>see</i> livestock		
Bell Canada		
regulation of	154	CRTC 1
bequests		
foreign/customs duty	248	RCCE 7
to the Crown	262	SSC 8
bereavement leave	219	LAB 2
betting practices at racetracks	285	CPMA 1
bibliography		
Canadian studies	232	NLC 7
children's literature	232	NLC 11
national	231	NLC 2
bicycle paths		
Gatineau Park	227	NCC 3
National Capital Region	227	NCC 1
bid rigging	138	CCAC 10
Bill C-31 Test Case Funding Program	204	INAC 28
Binational Secretariat (Canada – US Free Trade Agreement)	165	EAITC 44
biodegradable products	171	EC 47
biodiagnostics		
research and development	235	NRC 6
Bioenergy Development Program	181	EMR 35
bioethics	224	MRC 4
biological agents registration	129	AGR 4
biological sciences research	235	NRC 5
biomass processing/research	186	EMR 85
biosafety/laboratories	196	HWC 4
biotechnology		
forestry research	194	FORC 1
genetic research	235	NRC 12
grants	238	NSERC 1
plant-related research	235	NRC 11
research	235	NRC 5
technology transfer	237	NRC 21
Biotechnology Research Institute	235	NRC 12
birds, migratory		
conservation/research	168	EC 15
ecology/habitat management	167	EC 13
ecology/research	167	EC 12
hunting regulations	167	EC 14
birth statistics	255	SC 10
birth certificates		
authentication for use abroad	161	EAITC 18
document searches	255	SC 9
birthdays		
message from Governor General	119	GG 5
message from Queen	119	GG 5
Board of Internal Economy	119	HC 1
boats ( <i>see also</i> marine; ships/shipping)		
accidents/investigations	269	TC 43
harbours for small crafts	190	F&O 19
licences	249	RCCE 19
navigation information	270	TC 44

Subject	Page	Program
rentals/Gatineau Park	227	NCC 3
search and rescue service	270	TC 46
small/licensing	269	TC 35
small/regulations	269	TC 41
Bomb Suit	235	NRC 9
Bonaventure Autoroute	258	SLSA 4
bonded carriers	248	RCCE 2
bonded warehouses, regulations and procedures	248	RCCE 2
bonds		
Canada, savings	134	BC 1
Government of Canada (Direct Marketable)	134	BC 2
performance	171	EDC 1
book exchange centre	232	NLC 10
book publishing <i>see</i> publishers/publishing		
Book Publishing Industry Development Program	151	COM 17
books		
Canadian libraries	231	NLC 1
<i>Canadiana</i>	231	NLC 2
children's	232	NLC 11
deposit of new publications	232	NLC 4
exhibits and launches	233	NLC 18
interlibrary loans	221	LAB 17
library exchange	232	NLC 10
manuscript collection	232	NLC 5
non-official languages	232	NLC 6
pre-publication cataloguing information	232	NLC 15
preservation	233	NLC 20
prohibited import	249	RCCE 14
rare	231	NLC 3
standard identification numbers	233	NLC 16
Bora Laskin National Fellowship in Human Rights Research	264	SSHRC 3
BOSS (Business Opportunities Sourcing System)	211	ISTC 25
	216	ISTC 65
botany museum	148	CMN 1
boundary, Canada – US	183	EMR 58
water and air quality	201	IJC 1
boundary surveys		
provincial and territorial	183	EMR 57
bravery, decorations for	119	GG 4
breakwaters, design and construction services	246	PWC 6
bridges		
Champlain Bridge	258	SLSA 4
construction and maintenance	246	PWC 8
divestiture by government	247	PWC 13
Jacques Cartier Bridge	258	SLSA 4
St Lawrence Seaway	258	SLSA 4
Seaway International Bridge	258	SLSA 3
British Columbia		
fisheries openings and closures	191	F&O 25
Ministry of Environment	191	F&O 24
sport fishing	191	F&O 26



Subject	Page	Program
British Columbia – Canada		
co-operative market		
development/wood products	214	ISTC 48
wood products exports	214	ISTC 49
British Columbia Telephone		
Company, regulation of	154	CRTC 1
broadcasting ( <i>see also</i>		
communications;		
telecommunications)		
AM, FM, television frequency		
allotment	151	COM 20
CBC all-news network	136	CBC 7
engineering advisory support	151	COM 21
engineering expertise, sale of	136	CBC 6
international services	136	CBC 3
labour relations	145	CLRB 1
native communications		
societies	259	SS 7
native languages	136	CBC 4
	259	SS 5
new technologies	151	COM 22
ombudsman	136	CBC 8
program subsidies	274	TFC 1
radio/television national		
service	135	CBC 1
regulation	151	COM 19
	154	CRTC 1
royalties for retransmission	135	CB 1
spectrum allocation and		
utilization	152	COM 25
statistics	255	SC 14
support for bilingualism	260	SS 14
technical certification/AM,		
FM and television	151	COM 19
budget speech	194	FIN 1
Building Energy Technology		
Advancement (BETA)	180	EMR 26
building permits		
statistics	256	SC 31
Building Standards for the		
Handicapped	236	NRC 13
buildings ( <i>see also</i> construction)		
architectural		
drawings/archives	225	NA 2
heritage, federal	170	EC 40
heritage, preservation	171	EC 44
Indian reserves/technical		
services	202	INAC 8
inventory of pre-1914	170	EC 40
leasing of federal	247	PWC 13
master specification system	247	PWC 17
research	236	NRC 13
standards	265	STCC 1
<i>Bulletin of the Supreme Court</i>	124	SUPC 2
bullion coins	250	RCM 3
Bureau of Competition Policy	138	CCAC 10
Bureau of Labour Information	221	LAB 15
Bureau of Pension Advocates	276	VAC 4
burial grants/veterans	276	VAC 2
burial sites		
Commonwealth war graves	276	VAC 7
bursaries <i>see</i> scholarships,		
fellowships and bursaries		

Subject	Page	Program
business and small business		
access to US market	163	EAITC 34
anti-competitive trade		
practices	158	CT 1
Atlantic region, development	127	ACOA 1
Atlantic region, economic		
co-operation	127	ACOA 2
awards for excellence	211	ISTC 26
bankruptcy	138	CCAC 11
complaints about		
government procurements	242	PRB 1
consulting services for		
manufacturers	213	ISTC 42
co-operation for sustainable		
development	237	NRTEE 1
counselling programs	192	FBDB 4
courses	192	FBDB 5
credit security using export		
receivables	193	FBDB 9
development strategies	209	ISTC 7
employer-employee		
consultation	173	EIC 22
employment statistics	256	SC 26
environmental industries,		
opportunities	211	ISTC 29
executive exchange	243	PSC 6
export assistance	140	CCC 1
export development	164	EAITC 35
export financing	171	EDC 1
export insurance	171	EDC 1
export policy	163	EAITC 31
export promotion	212	ISTC 34
export to US	164	EAITC 36
federal government		
opportunities	281	CCG 1
financial aid/consulting,		
technology transfer	215	ISTC 59
financial assistance/capital		
for native peoples	208	ISTC 2
financial assistance/native		
peoples	208	ISTC 1
financial assistance/		
technology networks	208	ISTC 6
financial-planning assistance	192	FBDB 3
financing	192	FBDB 1
free trade, travel under	176	EIC 60
government investments/		
management	142	CDVIC 1
government involvement in	255	SC 11
hazardous materials		
information	221	LAB 16
health research, university		
collaboration	224	MRC 3
import/dumping	145	CITT 1
improved competitiveness	212	ISTC 38
income tax audits	253	RCT 21
income tax information	252	RCT 11
income tax information kit	252	RCT 9
income tax seminars	252	RCT 10
incorporation	138	CCAC 9
information service	192	FBDB 6
international development		
projects	143	CIDA 3
investment	207	INV 2



Subject	Page	Program
business and small business (continued)		
investment issues, analysis	207	INV 4
job creation proposals	175	EIC 39
labour force seminars	173	EIC 19
labour market innovations		
funding	174	EIC 31
loans	192	FBDB 1
loans, fixed assets	212	ISTC 35
loans and services	174	EIC 27
loans to student		
entrepreneurs	172	EIC 10
management assistance	192	FBDB 7
management practices	213	ISTC 44
marketing assistance/ Northern Ontario	216	ISTC 60
marketing information	164	EAITC 38
native peoples/capital	208	ISTC 2
native peoples/development	208	ISTC 3
native peoples/financial institutions, support	205	INAC 34
new business opportunities	211	ISTC 28
new skills/worker assistance	173	EIC 20
opportunities information	211	ISTC 25
productivity/competitiveness improvements	211	ISTC 31
productivity improvement	208	ISTC 5
quality control/assistance for Northern Ontario	216	ISTC 61
science and technology, innovations	263	SSC 20
science and technology, public awareness	210	ISTC 18
skills development/native peoples	208	ISTC 4
space technology, competitiveness	157	CSPA 8
space-based research	157	CSPA 6
statistics	256	SC 29
strategic planning	193	FBDB 8
structure and performance of Canadian industry	213	ISTC 40
support in Northern Ontario	215	ISTC 58
technology import	163	EAITC 33
training in small communities	192	FBDB 7
venture capital	193	FBDB 10
venture capital investment	192	FBDB 2
Western region, development	277	WD 1
Western region, international marketing	277	WD 3
Business Development Centres	174	EIC 27
Business/Government Executive Exchange Program	243	PSC 6
business opportunities investments and markets	206	INV 1
Business Opportunities Sourcing System (BOSS)	211	ISTC 25
	216	ISTC 65
Business Opportunities Sourcing System (BOSS) – Tourism	212	ISTC 37
Business Service Centres	211	ISTC 24
butane information	178	EMR 14

Subject	Page	Program
<b>C</b>		
CA identification numbers	138	CCAC 6
Cabinet		
committees, information	241	PCO 1
swearing in of ministers	119	GG 1
cable television ( <i>see also</i> broadcasting; telecommunications)		
national service	136	CBC 2
regulation of	154	CRTC 1
statistics	255	SC 14
cadet services	228	ND 4
CAEDS (Canadian Aboriginal Economic Development Strategy)		
financial institutions	208	ISTC 2
calibration services	235	NRC 3
CALURA (Corporations and Labour Unions Returns Act)		
labour union activities	256	SC 27
camping		
Gatineau Park	227	NCC 3
CANAC International Inc.	149	CN 3
Canada Account		
administration	163	EAITC 31
Canada – Alberta		
wood products exports	214	ISTC 49
Canada Assistance Plan	199	HWC 26
<i>Canada at the Polls</i>		
election information kit for schools	177	ELC 3
Canada Awards for Business Excellence (CABE)	211	ISTC 26
	213	ISTC 44
Canada – British Columbia		
co-operative industrial and market development	214	ISTC 48
wood products exports	214	ISTC 49
Canada Business Corporations Act		
incorporations	138	CCAC 9
Canada Centre for Geomatics	183	EMR 60
Canada Centre for Remote Sensing (CCRS)	185	EMR 77
Canada Corporations Act		
document registration	139	CCAC 15
incorporations	138	CCAC 9
Canada Dance Festival	226	NAC 3
Canada Day festivals	259	SS 10
	227	NCC 4
Canada Eldor Inc.	142	CDVIC 1
Canada Elections Act	177	ELC 1
Canada Employment Centres		
job placement/counselling	173	EIC 18
Canada Export Award	163	EAITC 29
Canada – France Museology Agreement	151	COM 16
<i>Canada Gazette</i>	283	CCG 16
decisions of Binational Secretariat/trade	165	EAITC 44
<i>Canada Gazetteer Atlas</i>	182	EMR 43





Subject	Page	Program
Canada Health Act administration	197	HWC 10
Canada Institute for Scientific and Technical Information (CISTI)	236	NRC 18
Canada International Trade Month	162	EAITC 26
Canada Labour Code		
aviation regulations	267	TC 10
fire safety	221	LAB 17
industrial relations/collective bargaining	219	LAB 1
labour standards	219	LAB 2
occupational health and safety	145	CLRB 1
	219	LAB 2
Canada Land Data System	168	EC 24
Canada Land Inventory	168	EC 24
Canada Lands ( <i>see also</i> Crown land; land, federal; land, Indian)	145	CLC 1
granting rights	183	EMR 62
oil and gas revenue/royalties	178	EMR 10
Canada Lands Surveyor, Board of Examiners	187	EMR 98
Canada – Mexico Museums Agreement	150	COM 7
Canada – New Brunswick		
wood products exports	214	ISTC 49
Canada – Newfoundland		
wood products exports	214	ISTC 49
Canada – Newfoundland Offshore Petroleum Board	179	EMR 23
Canada – Nova Scotia		
wood products exports	214	ISTC 49
Canada – Nova Scotia Offshore Petroleum Board	179	EMR 24
Canada – Ontario		
wood products exports	214	ISTC 49
Canada Pension Plan (CPP) ( <i>see also</i> Quebec Pension Plan)		
appeals	240	PAB 1
	124	TCC 1
contributions/eligibility	253	RCT 24
credit splitting in divorces	218	JUST 19
information	200	HWC 38
statistics	255	SC 16
Canada Petroleum Resources Act		
frontier royalty	178	EMR 10
Canada Place	142	CHPC 1
Canada – Prince Edward Island		
wood products exports	214	ISTC 49
Canada – Quebec		
overseas market		
development/wood products	214	ISTC 49
Canada Research Fellowships	264	SSHRC 3
Canada Savings Bonds	134	BC 1
Canada Scholarships in Technology	209	ISTC 14
Canada Scholarships Program	209	ISTC 13
Canada Shipping Act and Regulations	270	TC 50
Canada Student Loans Program	260	SS 13
Canada – US Air Quality Agreement	201	IJC 1
Canada – US Automotive Products Agreement	214	ISTC 47

Subject	Page	Program
Canada – US Defence		
Development Sharing Agreement (DDSA)	165	EAITC 41
Canada – US Defence Production Sharing Agreement (DPSA)	164	EAITC 40
Canada – US regulations		
St Lawrence Seaway	258	SLSA 2
Canadarm	156	CSPA 4
<i>CanadExport</i>	160	EAITC 9
Canadian Aboriginal Economic Development Strategy (CAEDS)	205	INAC 35
financial institutions	208	ISTC 2
Canadian Agri-Food Development Initiative (CAFDI)	132	AGR 29
Canadian Army Welfare Fund	276	VAC 3
Canadian Astronaut Program	156	CSPA 3
Canadian Audio-Visual Certification Office (CAVCO)		
film certification	150	COM 5
Canadian Automobile Association		
child car-seat information	272	TC 72
Canadian Book Exchange Centre	232	NLC 10
Canadian Broadcast Program Development Fund	274	TFC 1
Canadian Centre for Health Information	255	SC 15
Canadian Centre for Information and Documentation on Archives	224	NA 1
Canadian Centre for Justice Statistics	255	SC 12
Canadian Centre for Public/Private Partnerships		
affordable housing	148	CMHC 23
Canadian Charter of Rights and Freedoms	207	IRB 1
anniversary celebrations	222	MCC 2
human rights law, funding	217	JUST 5
Canadian Climate Centre		
atmospheric changes	167	EC 8
climate analysis	166	EC 5
climate research	167	EC 7
publications/custom computer analyses	166	EC 5
Canadian Coast Guard		
aircraft services	267	TC 15
Arctic sealift	268	TC 26
construction in navigable waters	270	TC 51
fishing vessel standards	269	TC 38
hovercraft licensing	268	TC 28
icebreaking services	268	TC 25
maintenance of waterways	269	TC 33
marine accidents	269	TC 43
marine cargo inspection	269	TC 34
marine emergencies	270	TC 52
marine officers' examinations	268	TC 29
marine safety	270	TC 44
offshore drilling units	269	TC 39
port facilities	270	TC 49
search and rescue service	270	TC 46
ship hull standards	269	TC 37
ship pollution regulations	269	TC 40
ship registration	269	TC 35
ship safety regulations	269	TC 36

Subject	Page	Program
Canadian Coast Guard ( <i>continued</i> )		
ships' survival equipment	270	TC 48
small-boat regulations	269	TC 41
vessel traffic services	269	TC 42
Canadian Coast Guard College	270	TC 54
Canadian collection		
national bibliography	231	NLC 2
rare books	231	NLC 3
Canadian Conservation Institute	154	COM 47
Canadian Conspectus data base		
library inventory	232	NLC 9
Canadian Construction Research Board	236	NRC 13
Canadian emblems		
pins and stickers	259	SS 11
Canadian Emergency Preparedness College	188	EPC 7
Canadian Environmental Assessment Agency	193	FEARO 1
Canadian Environmental Protection Act	169	EC 29
Canadian Film and Video Service Organization Contributions Program	149	COM 2
Canadian Forces ( <i>see also</i> defence)		
accommodation for civilians	229	ND 6
cadet services	228	ND 4
careers/recruiting	228	ND 1
claims against commander-in-chief	229	ND 12
construction and maintenance contracts	159	DCC 1
decorations	158	CWM 1
	229	ND 5
decorations, lost	275	VAC 1
education and training	228	ND 1
emergency aid to civil authorities	229	ND 7
employment for retiring personnel	172	EIC 8
exhibitions and displays	229	ND 10
financial assistance	276	VAC 3
history	229	ND 9
insurance and retirement plans	229	ND 14
military bands	229	ND 10
military colleges	228	ND 2
military installations/addresses	229	ND 8
museum	158	CWM 1
oceanographic services	166	EC 4
pensions	261	SSC 4
personnel records	225	NA 3
property, civilian use of	229	ND 6
teaching positions abroad	228	ND 3
tours	229	ND 6
veterans pensions	276	VAC 5
veterans pensions/legal service	276	VAC 4
weather services	166	EC 4
Canadian Forces Pension Office	261	SSC 4

Subject	Page	Program
Canadian Forces Personnel Assistance Fund	276	VAC 3
Canadian Foreign Service Institute training for employees	160	EAITC 10
Canadian Government Annuity Program	175	EIC 45
Canadian government terminology bank (TERMIUM)	260	SS 20
Canadian Heraldic Authority	119	GG 1
	119	GG 2
Canadian Heritage Rivers Board	170	EC 38
Canadian Home Builders' Association (CHBA)	148	CMHC 24
energy-efficient housing	179	EMR 25
Canadian Honours System	119	GG 1
Canadian Housing and Renewal Association	148	CMHC 24
Canadian Housing Information Centre	146	CMHC 1
<i>Canadian Housing Markets</i>	148	CMHC 20
Canadian Human Rights Act	142	CHRC 1
Canadian Hydrographic Service	189	F&O 2
	189	F&O 5
Canadian Ice Island Research Station	184	EMR 72
Canadian Industry Program for Energy Conservation (CIPEC)	180	EMR 29
Canadian Institute for Historical Microreproductions	264	SSHRC 4
Canadian International Development Agency ( <i>see also</i> table of contents)		
telecommunications, assistance to developing countries	153	COM 41
Canadian International Trade Tribunal ( <i>see also</i> table of contents)	248	RCCE 1
Canadian Inventory of Historic Buildings (CIHB)	170	EC 40
Canadian Judicial Council budgetary submissions	194	FJA 1
Canadian Law Scholarship/SSHRC Legal Research Scholarship	264	SSHRC 3
Canadian Marine Training Assistance Program	270	TC 54
<i>Canadian Minerals Yearbook</i>	186	EMR 90
Canadian Multiculturalism Advisory Committee	223	MCC 8
Canadian Museum of Caricature	225	NA 2
Canadian Museum of Contemporary Photography	231	NGC 1
Canadian National Institute for the Blind, anniversary bus tour	272	TC 78
Canadian Occupational Interest Inventory (COII)	172	EIC 4
Canadian Pension Commission	276	VAC 5
Canadian Permanent Committee on Geographical Names	184	EMR 74
Canadian Plumbing Code	236	NRC 13
Canadian Polar Commission	206	INAC 45
Canadian Police Centre	235	NRC 9
Canadian Police College	250	RCMP 5





Subject	Page	Program
Canadian Police Information Centre missing persons' file	250	RCMP 8
Canadian Police Information Centre (CPIC) System	250	RCMP 2
Canadian Postal Archives	225	NA 2
Canadian Production Marketing Assistance Fund	274	TFC 1
Canadian Rural Transition Program (CRTP)	174	EIC 32
Canadian Security Intelligence Service ( <i>see also</i> table of contents)	257	SIRC 1
Canadian Socio-economic Information Management System (CANSIM)	256	SC 33
Canadian Sound Recording Service Organization Contributions Program	150	COM 4
Canadian Studies Programs	259	SS 12
Canadian Theses Service	233	NLC 17
Canadian Urban Victimization Survey (1982)	218	JUST 9
Canadian Wheat Board ( <i>see also</i> table of contents)	130	AGR 12
Canadian Wildlife Service birds, hunting regulations	167	EC 14
birds, migratory	167	EC 13
birds, protection and management	168	EC 15
ecology/habitats	167	EC 12
endangered species	167	EC 12
Canadian Workplace Automation Research Centre (CWARC)	153	COM 42
<i>Canadiana</i> national bibliography	231	NLC 2
Canadiana Fund heritage contributions	227	NCC 6
canals heritage/volunteer program	170	EC 42
historic	170	EC 39
navigational services/St Lawrence Seaway	258	SLSA 1
Canarctic Shipping Company	268	TC 27
cancer management strategies	196	HWC 4
research, biodiagnostics	235	NRC 6
statistics	255	SC 15
CANDU reactors design	128	AECL 2
maintenance	128	AECL 1
marketing	128	AECL 3
CANSIM (Canadian Socio-economic Information Management System)	256	SC 33
CANSIS (Standards Information System of Canada)	265	STCC 1
CANUTEC (Canadian Transport Emergency Centre)	271	TC 63
CAP (Career Assignment Program)	242	PSC 4
compulsory assessment for	244	PSC 19
CAP (Communications Applications Program)	152	COM 34

Subject	Page	Program
car rental directory for public servants	262	SSC 12
expenses, public servants	262	SSC 9
reservations, public servants	262	SSC 10
car seats, child information	272	TC 72
safety standards	272	TC 71
Carbohydrate Laboratory	235	NRC 5
carbon dioxide climatic impact	167	EC 7
reduction of emissions	186	EMR 84
cardiovascular disease health promotion programs	197	HWC 9
Career Assignment Program (CAP)	242	PSC 4
compulsory assessment for	244	PSC 19
Career-Oriented Summer Employment Program	242	PSC 2
law students	218	JUST 14
cargo bonded carriers/customs control	248	RCCE 2
handling/ships	270	TC 48
inventory/customs	248	RCCE 3
ship/inspection and standards	269	TC 34
Caribbean farm workers/seasonal	173	EIC 17
CARIBCAN tariff concessions	145	CITT 1
Caricature, Canadian Museum of	225	NA 2
Carillon Canal	170	EC 39
cartographic archives	225	NA 2
cartoons archives	225	NA 2
CASE (Counselling Assistance to Small Enterprises)	192	FBDB 4
case management/offenders	155	CSC 3
Cash Flow Enhancement Program (CFEP)	131	AGR 17
cataloguing MARC records distribution service	233	NLC 19
pre-publication	232	NLC 15
services for libraries	231	NLC 2
theses	233	NLC 17
Cataloguing in Publication (CIP)	232	NLC 15
cattle <i>see</i> dairy cattle, livestock		
CBC National Satellite Channel	136	CBC 2
CCINFOdisc	141	CCOHS 1
CCINFOline	141	CCOHS 1
CD-ROMs deposit/ National Library	232	NLC 4
census agriculture	254	SC 2
CANSIM	256	SC 33
constituency delineation	119	HC 1
constituency maps	182	EMR 47
electoral boundaries	177	ELC 1
geographical information	255	SC 8
maps	255	SC 8
population	255	SC 7
Central Accounting Systems (CAS) federal government	262	SSC 7
Central Divorce Registry	218	JUST 19
Central Registry of Seamen	271	TC 56



Subject	Page	Program
ceremonies		
Changing of the Guard	229	ND 11
military bands and equipment	229	ND 10
national	258	SS 1
certification ( <i>see also</i> inspections; licensing)		
air carriers	266	TC 3
aircraft/airworthiness	267	TC 11
authentication for use abroad	161	EAITC 18
bargaining units/public service	245	PSSRB 1
broadcasting	151	COM 19
channel allotment/AM, FM, TV broadcasting	151	COM 20
communications terminal attachments	152	COM 30
customs documentation	248	RCCE 4
electric power lines	230	NEB 2
fishing vessels	269	TC 38
health facilities	197	HWC 12
hospitals	197	HWC 12
hovercraft	268	TC 28
Indian status	203	INAC 18
mariners/emergency duties	268	TC 30
mariners/marine officers	268	TC 29
offshore drilling units	269	TC 39
pipelines	230	NEB 4
radio broadcasting and equipment	152	COM 24
radio equipment	152	COM 28
ship hulls	269	TC 37
ship machinery installations	269	TC 36
ships/construction, maintenance, equipment, crews	271	TC 57
standards for	265	STCC 1
statutory payments/elections	177	ELC 1
telecommunications terminal equipment	152	COM 29
CHALLENGE Program		
student employment	172	EIC 10
Chambly Canal	170	EC 39
Changing of the Guard ceremony	229	ND 11
chaplaincy programs in federal institutions	155	CSC 2
charitable organizations <i>see</i> non-profit organizations		
Charter of Rights and Freedoms <i>see</i> Canadian Charter of Rights and Freedoms		
CHBA (Canadian Home Builders' Association)	148	CMHC 24
energy-efficient housing	179	EMR 25
chemicals		
environmental assessment	169	EC 28
pesticides	129	AGR 7
spills/environmental impact	169	EC 30
toxic, controls	169	EC 28
toxic, effect on migratory birds	168	EC 15
toxic, management	169	EC 29
trade development	164	EAITC 37

Subject	Page	Program
chemistry		
atmospheric	167	EC 11
research	235	NRC 4
cheque information, fraudulent services to police	250	RCMP 3
cheque inserts		
GOS	262	SSC 5
chickens <i>see</i> poultry		
Chief Electoral Officer of Canada	177	ELC 1
Child Care Initiatives Fund (CCIF)	200	HWC 34
child tax credit		
advance	254	RCT 34
reports on	228	NCW 1
statistics	255	SC 16
children		
abuse, information services	199	HWC 31
abuse, sexual/community action programs	197	HWC 9
abuse, sexual/research projects	197	HWC 11
adoption, international and inter-provincial	199	HWC 33
adoption, native	204	INAC 25
car seats, information/defects	272	TC 72
car seats, safety standards and complaints	272	TC 71
care, foreign language materials	232	NLC 6
care, leave for	219	LAB 2
day care	200	HWC 34
	228	NCW 1
family support, enforcement	218	JUST 18
family support orders	218	JUST 17
health surveillance	196	HWC 4
historic and nature programs	227	NBC 2
kidnapped	161	EAITC 19
literature for	232	NLC 5
	232	NLC 11
missing	250	RCMP 8
museum	146	CMC 1
museum exhibits	150	COM 7
National Capital Region programs/school kits	227	NCC 5
poverty	228	NCW 1
safety, KIDSCARE	138	CCAC 7
social services/research	199	HCW 27
tax credits	228	NCW 1
	254	RCT 34
	255	SC 16
unemployment insurance benefits for parents	175	EIC 41
CHOICES Program	172	EIC 5
CIHB (Canadian Inventory of Historic Buildings)	170	EC 40
Circumpolar Affairs Division	206	INAC 46
CISTI (Canada Institute for Scientific and Technical Information)	236	NRC 18
Citation for Citizenship Award	223	MCC 4
Cité du Havre	145	CLC 1
CITES (Convention on International Trade in Endangered Species)	167	EC 12



Subject	Page	Program
citizenship		
appeals	123	FCTC 1
applications for	222	MCC 1
awards	223	MCC 4
Canada Day celebrations	259	SS 10
certificates	222	MCC 1
document searches	255	SC 9
Japanese Canadians	223	MCC 6
National Citizenship Week	222	MCC 2
Order of Canada	119	GG 3
participation, immigrant/ visible minority groups	223	MCC 11
registration/courts	222	MCC 1
Civil Aircraft Register (Canadian)	266	TC 7
civil authorities, aid to	229	ND 7
civil defence <i>see</i> emergencies and emergency planning		
Civil Law/Common Law Exchange Program	218	JUST 12
Civilian War Pensions and Allowances Act	124	TCC 1
claims		
against foreign countries	162	EAITC 20
against the military	229	ND 12
medical and maternity benefits	198	HWC 25
native/comprehensive land claims	203	INAC 13
native/research funding	203	INAC 15
native/specific claims settlement	203	INAC 14
Class 34 – Accelerated Capital Cost Allowance	180	EMR 31
climate ( <i>see also</i> weather services)		
analysis	166	EC 5
data	166	EC 6
effects of changes on water	168	EC 21
effects of ocean	189	F&O 2
information and education	167	EC 8
research and services	167	EC 7
weather, environmental data/oceans	190	F&O 22
weather, oceanographic data	189	F&O 3
weather, research	167	EC 11
closed captioning for hearing-impaired persons		
funding	274	TFC 1
income tax	252	RCT 7
clothing industry		
import/export controls	162	EAITC 21
clothing manufacture		
employment for offenders	284	CORC 1
CN business enterprises	149	CN 3
CN Exploration	149	CN 3
CN Investment Division	149	CN 3
CN Real Estate	149	CN 3
CN Tower	149	CN 3
coal		
combustion	186	EMR 84
domestic and foreign	186	EMR 86
energy technology	186	EMR 82
policy and technical studies	178	EMR 4
production	136	CBDC 1
research	185	EMR 80

Subject	Page	Program
research and development	186	EMR 84
reserve appraisal	179	EMR 16
resources	178	EMR 5
technology	178	EMR 6
technology	186	EMR 84
Coast Guard <i>see</i> Canadian Coast Guard		
Coastal Transport Ltd	222	MA 1
coats of arms	119	GG 2
cod <i>see</i> fish/fisheries		
coins		
collectors'	249	RCM 1
counterfeit/prohibited import	249	RCCE 14
maple leaf	250	RCM 3
minting for foreign countries	250	RCM 4
museum	135	BC 7
collective bargaining		
agreement expiry dates/data	221	LAB 15
arbitration services	219	LAB 1
information service	221	LAB 15
public service	245	PSSRB 1
rights	145	CLRB 1
Collège militaire royal de Saint-Jean	228	ND 2
colleges		
Coast Guard	270	TC 54
community, scholarships in technology	209	ISTC 14
Customs and Excise	249	RCCE 20
military	228	ND 2
Saskatchewan Indian Federated	202	INAC 5
commercial products, export sales	140	CCC 1
Commercial Mobile Satellite (MSAT) System	152	COM 35
Commission for Fair Play	192	FAS 4
commodities, minerals/ information	186	EMR 86
Commonwealth		
Canadian involvement	161	EAITC 16
Commonwealth War Graves Commission	276	VAC 7
communications ( <i>see also</i> broadcasting; telecommunications)		
aeronautical/development	266	TC 6
applications	152	COM 34
computer networks	152	COM 32
industry development	153	COM 38
industry, employment equity	173	EIC 24
labour relations	145	CLRB 1
language services for government	260	SS 19
museum	233	NMST 1
native broadcast societies/assistance	259	SS 7
personal/research and development	153	COM 43
planning services/federal government	282	CCG 4
prizes	137	CC 3
research and development	153	COM 37
research and development	153	COM 38
satellite services	156	CSPA 2



Subject	Page	Program
communications ( <i>continued</i> )		
services/federal government	281	CCG 3
services for remote and rural areas	152	COM 35
statistics	255	SC 14
technology transfer	153	COM 39
trade	162	EAITC 27
transmission	149	CN 3
Communications Applications Program (CAP)	152	COM 34
Communications Research Centre technology transfer	153	COM 39
<i>Communications Sourcing Guide: Writing and Editing</i>	281	CCG 3
communities		
ethno-cultural, library services	232	NLC 6
mobility clubs/disabled persons	273	TC 83
community associations		
funding for legal information	217	JUST 2
native peoples/public legal information	217	JUST 4
support for bilingualism	260	SS 14
tax-filing assistance	253	RCT 17
Community Business Initiative Program	192	FBDB 7
community colleges		
scholarships in technology	209	ISTC 14
community development		
business loans/job development	174	EIC 27
economic, native peoples	205	INAC 35
economic, research/social services	199	HWC 27
economic organizations/ native peoples	205	INAC 34
research	146	CMHC 1
standards	146	CMHC 4
voluntary action	228	NCW 1
Community Futures	174	EIC 27
Community Initiatives Fund	174	EIC 27
community programs and services		
AIDS	197	HWC 9
alcohol and drug use	197	HWC 9
family violence	199	HWC 31
health care for native peoples	198	HWC 23
health consulting services	197	HWC 8
housing/senior citizens	146	CMHC 2
nutrition	197	HWC 9
Outreach Program	172	EIC 6
senior citizens	197	HWC 9
support for immigrant/visible minority groups	223	MCC 11
tobacco use	197	HWC 9
transportation assistance/ accessible vehicles	273	TC 81
women	197	HWC 9

Subject	Page	Program
community projects		
environmental clean-ups	171	EC 48
grants for citizen participation	222	MCC 3
New Horizons	199	HWC 28
senior citizens/grants	199	HWC 28
Seniors Independence Program	199	HWC 29
community release programs, offenders	155	CSC 6
compensation		
animal diseases/appeals	123	FCTC 2
foreign governments to Canadian citizens	162	EAITC 20
Japanese Canadians	223	MCC 6
mental patients, Allan Memorial Institute	219	JUST 20
pesticide residue/appeals	123	FCTC 2
plant quarantine/appeals	123	FCTC 2
workers'	188	EPC 3
	220	LAB 7
Competition Act	207	INV 7
complaints and investigations	138	CCAC 10
marketing practices	138	CCAC 5
competitiveness, global/ research grants	264	SSHRC 2
complaints		
access to government information	201	ICC 1
airport noise and sonic booms	229	ND 13
consumer/health and safety	197	HWC 7
discrimination	142	CHRC 1
federally appointed judges	123	CJC 1
financial institutions	240	OSFI 2
government contracts	242	PRB 1
harassment/public service	244	PSC 21
human rights	257	SIRC 1
invasion of privacy	241	PCC 1
penitentiary inmates	143	CIC 1
	155	CSC 7
public service staffing	244	PSC 21
radio and television	136	CBC 8
RCMP	251	RCMPC 1
security clearance/ employment	257	SIRC 1
trade practices, mergers	138	CCAC 10
unfair labour practices	145	CLRB 1
use of English and French	240	OCOL 1
composite leading index, statistics	256	SC 22
Comptroller General of Canada	266	TB 2
Compulsory Inspection Program	152	COM 26
computer technology		
research	235	NRC 7
conciliation/labour disputes	219	LAB 1
conferences		
aerospace and defence		
sub-contracts	165	EAITC 43
export awareness	162	EAITC 26
facilities and services	247	PWC 16
first ministers'	143	CICS 1
foreign and trade policy	159	EAITC 3
foreign policy/financial assistance	159	EAITC 2
Francophone countries	161	EAITC 17





Subject	Page	Program
intergovernmental	143	CICS 1
international, population and development	161	EAITC 12
international, telecommunications	152	COM 31
legal/funding	217	JUST 1
minerals	186	EMR 88
natural sciences	148	CMN 1
North American free trade	162	EAITC 23
organization for federal planning services	246	PWC 2
seminars for aboriginal business development	282	CCG 6
seminars for federal suppliers	208	ISTC 3
trade/arrangement of	263	SSC 16
Confidential Aviation Safety Reporting Program (CASRP)	163	EAITC 28
conflict of interest	275	TSB 2
public office holders	138	CCAC 8
conservation ( <i>see also</i> energy conservation)		
areas	227	NCC 2
art and artifacts	154	COM 47
buildings/national historical significance	246	PWC 5
endangered species	167	EC 12
energy and resources, funding	169	EC 32
environmental protection	171	EC 47
fish stocks	190	F&O 18
heritage architecture	170	EC 40
heritage rivers	170	EC 38
land resources	168	EC 25
migratory birds	167	EC 13
mineral resources	187	EMR 93
northern non-renewable resources	205	INAC 39
Prairie Farm Rehabilitation Administration (PFRA)	134	AGR 46
renewable energy	185	EMR 80
soil and water	132	AGR 33
waste management and recycling/federal facilities	247	PWC 18
wetlands	168	EC 16
wildlife	168	EC 16
wildlife/habitats	167	EC 12
Consolidated Revenue Fund		
audits	239	OAG 1
Indian band funds	204	INAC 24
payments from	262	SSC 5
unclaimed bank balances	134	BC 4
constituency		
maps	182	EMR 47
members of Parliament	119	HC 1
Constitution Act		
elections	177	ELC 1
Constitution of Canada	119	HC 1
construction ( <i>see also</i> buildings)		
"advanced houses"	180	EMR 27
building research	236	NRC 13
defence contracts	159	DCC 1
energy-efficient housing/funding	179	EMR 25
federal buildings	247	PWC 15

Subject	Page	Program
housing standards	146	CMHC 4
in navigable waters	270	TC 51
investment/statistics	256	SC 30
marketing information	211	ISTC 27
master specification system	247	PWC 17
standards	265	STCC 1
statistics	256	SC 31
technology	246	PWC 10
wood products and building materials	214	ISTC 51
consular services, foreign travel and residence	162	EAITC 22
Consultation and Development Fund	217	JUST 1
Consumer Price Index (CPI)	256	SC 24
consumer protection		
agri-food	129	AGR 8
dairy products	129	AGR 9
food and drug products, marketing	196	HWC 2
food safety	129	AGR 5
fresh fruit and vegetables	130	AGR 11
health	196	HWC 2
inspection of goods	137	CCAC 2
KIDSCARE	138	CCAC 7
processed foods	130	AGR 10
safety of products	138	CCAC 4
weighing and measuring devices	137	CCAC 3
consumer services	137	CCAC 1
consumers		
bankruptcy	138	CCAC 11
environmental awareness	171	EC 47
financial assistance for issues	137	CCAC 1
income and expenditure statistics	256	SC 25
continental shelf		
Arctic	184	EMR 72
surveys	184	EMR 66
Continuity of Government Program	188	EPC 1
contracts		
Canadian, authentication for use abroad	161	EAITC 18
defence construction	159	DCC 1
federal, buildings/construction	247	PWC 15
federal, business opportunities	281	CCG 1
federal, complaints	242	PRB 1
federal, employment equity	173	EIC 23
federal, information on contracts awarded	281	CCG 1
federal, procurement	216	ISTC 64
federal, property management	247	PWC 11
federal, review	242	PRB 1
federal, space-related	156	CSPA 2
government-to-government management/communications	140	CCC 1
native peoples	281	CCG 3
security clearance	203	INAC 9
co-operative housing	262	SSC 13
assistance	147	CMHC 8
loans	147	CMHC 17

Subject	Page	Program
Co-operative Industrial and Market Development Program (CIMDP)	214	ISTC 48
co-operative marketing		
financial assistance,		
agri-food industry	132	AGR 29
Co-operative Overseas Market Development Program	214	ISTC 49
co-operatives		
agricultural	130	AGR 14
farm produce, loans	131	AGR 24
international development	144	CIDA 5
Secretariat	130	AGR 14
co-production agreements		
film and video	275	TFC 2
copyright		
maps	182	EMR 49
registration	138	CCAC 12
royalties payable under	135	CB 1
CORCAN trademark	284	CORC 1
Corporate Outreach Program	159	EAITC 3
corporations federal/incorporation	138	CCAC 9
statistics	256	SC 29
Corporations and Labour Unions Returns Act (CALURA)		
labour union activities	256	SC 27
correctional services, statistics	255	SC 12
COSEWIC (Committee on the Status of Endangered Wildlife in Canada)	167	EC 12
cosmetics		
safety and regulation	196	HWC 6
safety information	197	HWC 7
cost-of-living index	256	SC 24
counselling		
export	163	EAITC 28
Inuit/southern Canada	205	INAC 36
native students	202	INAC 6
offenders	154	CSC 1
	155	CSC 3
	155	CSC 5
Counselling Assistance to Small Enterprises (CASE)	192	FBDB 4
<i>Counterfeit Detection Bulletin</i>	250	RCMP 7
counterfeiting, suppression of	250	RCMP 7
court hearings		
federal courts	123	FCTC 1
transportation	239	NTA 8
court martial convictions	123	CMAC 1
court of appeal		
criminal and civil cases	124	SUPC 1
Federal Court of Appeal	123	FCTC 1
courts, statistics	255	SC 12
CPI (Consumer Price Index)	256	SC 24
Credit Grain Sales Program	130	AGR 12
credit societies, deposit insurance	141	CDIC 1
Cree broadcasting		
northern Canada	136	CBC 4
northern Quebec	136	CBC 5
Cree-Naskapi (of Quebec) Act	203	INAC 17

Subject	Page	Program
crime		
National Victims Resource Centre	218	JUST 9
organized, security	257	SIRC 1
prevention	161	EAITC 15
criminal injuries compensation		
statistics	255	SC 16
Criminal Law Reform Fund	217	JUST 3
criminal offences, legal aid	217	JUST 6
criminal records		
computerized information	250	RCMP 2
services to police	250	RCMP 3
criminology		
documentation centre	257	SGC 1
information	257	SGC 2
crop insurance	131	AGR 19
	131	AGR 22
crops		
research	129	AGR 2
statistics	254	SC 2
Crown		
Canada Lands Company		
holdings	145	CLC 1
claims against	229	ND 12
relationship to House of Commons	119	HC 1
surplus assets/distribution centres	261	SSC 3
Crown Assets Distribution Centres	261	SSC 3
Crown corporations		
audits	239	OAG 1
labour relations	145	CLRB 1
Crown land ( <i>see also</i> Canada Lands; land, federal; land, Indian)		
grants/document registration	139	CCAC 15
holdings	145	CLC 1
land use planning	205	INAC 37
oil and gas reserves	205	INAC 39
register of interests	203	INAC 11
Yukon and Northwest Territories	205	INAC 37
Cultural Industries Development Fund	151	COM 18
Cultural Initiatives Program	149	COM 1
Cultural Property Export and Import Act	151	COM 11
Cultural Property Export Review Board	151	COM 11
culture ( <i>see also</i> art/artists; arts, performing)		
events, National Library	233	NLC 18
exchange/sponsorship	227	NCC 6
development and		
preservation of native	259	SS 5
Indian and Inuit/educational centres	202	INAC 2
Indian art	202	INAC 1
Inuit/development	202	INAC 3
museum	146	CMC 1
organizations/funding	149	COM 1
organizations/United Nations	141	CCU 1
property protection	151	COM 11
statistics	255	SC 18



Subject	Page	Program
Cultures Canada	227	NCC 4
currency		
counterfeiting	250	RCMP 7
exchange rates/imports	248	RCCE 12
Currency Museum	135	BC 7
customs		
automated systems	248	RCCE 3
bonded warehouses	248	RCCE 2
cargo control regulations	248	RCCE 2
documents	248	RCCE 4
duty/allowances	248	RCCE 5
duty/defence supplies and services/US	164	EAITC 40
duty/foreign bequests	248	RCCE 7
duty/reappraisal	248	RCCE 6
duty/refund, remissions, drawback	248	RCCE 8
free trade	249	RCCE 21
international exhibitions	151	COM 15
regulations/tourists	248	RCCE 5
ships' stores	248	RCCE 2
tariff classifications	145	CITT 1
transportation control policy	248	RCCE 9
unclaimed goods	248	RCCE 2
Customs and Excise College	249	RCCE 20
customs brokers		
licensing, regulation	248	RCCE 2

## D

dairy cattle ( <i>see also</i> livestock)		
showcase herds	132	AGR 27
dairy products ( <i>see also</i> food and food products)		
electronic marketing information	133	AGR 43
exports	141	CDC 1
import/export controls	162	EAITC 21
inspection	129	AGR 9
quotas, support prices, marketing	141	CDC 1
subsidies	141	CDC 1
Dalhousie University		
law exchange program	218	JUST 12
dance <i>see</i> arts, performing		
dangerous goods and hazardous materials		
accident information	271	TC 63
accidents/emergency response	271	TC 62
consumer protection	138	CCAC 4
explosives regulation	187	EMR 97
in the workplace	219	LAB 4
radioactive materials/control and regulation	128	AECB 1
transportation	271	TC 60
transportation/inspection	271	TC 61
waste management and disposal	247	PWC 18
waste research and development	234	NRC 1

Subject	Page	Program
workplace	221	LAB 16
workplace, disclosure	139	CCAC 19
workplace, information	139	CCAC 18
Data Development and Systems Analysis Directorate		
employment equity data	174	EIC 26
David Florida Laboratory (DFL)	157	CSPA 9
day care <i>see</i> children		
death		
benefits/Canada Pension Plan	200	HWC 38
benefits/public service statistics	220	LAB 7
statistics	255	SC 10
debt, income tax	252	RCT 5
Decorations for Bravery	119	GG 1
	119	GG 4
defence ( <i>see also</i> Canadian Forces)		
air surveillance/northern development projects/Canada – US	206	INAC 43
NATO military affairs	165	EAITC 41
NATO projects	229	ND 17
NORAD	165	EAITC 43
research	229	ND 18
research, development and production agreements	161	EAITC 14
supplies and services to the US	165	EAITC 42
US	164	EAITC 40
Defence Industrial Research Program	229	ND 15
defence industry		
construction contracts	159	DCC 1
industrial research program	229	ND 15
international marketing	164	EAITC 39
Defence Industry Productivity Program (DIPP)	214	ISTC 52
demography estimates and projections	255	SC 7
dentistry, research funding	224	MRC 1
depatterning, compensation for former patients	219	JUST 20
deportation		
appeals	207	IRB 1
visitors/permanent residents	176	EIC 56
depository insurance	141	CDC 1
depository libraries	282	CCG 13
Depository Services Program	282	CCG 13
design		
exhibit products and services	281	CCG 2
housing	146	CMHC 4
hovercraft	268	TC 28
industrial, awards for excellence	211	ISTC 26
industrial, registration	138	CCAC 12
publications services for government	282	CCG 7
ships and marine materials and equipment	269	TC 36
urban, services	246	PWC 4
designated employees/public service	245	PSSRB 1



Subject	Page	Program
Designated Group Services		
employment equity	173	EIC 25
developing countries <i>see</i>		
international development		
Digital Audio Broadcasting (DAB)	151	COM 22
digital multimedia electronic data		
interchange (EDI)	153	COM 44
digital publishing systems	183	EMR 55
diplomas, school and university		
authentication for use abroad	161	EAITC 18
diplomats, GST rebate program	249	RCCE 23
direct deposit		
income security payments	200	HWC 42
income tax refunds	254	RCT 34
statements, GOS	262	SSC 5
Direct Marketable Bonds	134	BC 2
directories, telephone/Government		
of Canada	154	COM 46
<i>Directory of the Canadian Trade</i>		
<i>Commissioner Service</i>	160	EAITC 9
	162	EAITC 27
disabled persons		
access to transportation	239	NTA 5
accessibility devices/airport		
taxis and shuttle buses	273	TC 80
accessibility to NCC activities	227	NCC 1
	228	NCC 7
alternate format publications	233	NLC 21
benefits/CPP	200	HWC 38
boarding systems for air and		
rail transportation	273	TC 79
building research	236	NRC 13
building standards	236	NRC 13
bus accessibility	272	TC 77
	272	TC 78
	273	TC 80
car rental companies/		
accessibility grants	273	TC 82
compensation, Allan		
Memorial Institute/patients	219	JUST 20
complaints about financial		
institutions	240	OSFI 2
discrimination	142	CHRC 1
election information,		
alternate media	177	ELC 3
elections, information		
programs	177	ELC 2
employers' consulting		
services	175	EIC 35
employment equity	173	EIC 24
	173	EIC 25
employment equity/federal		
contractors	173	EIC 23
employment improvement/		
funding	221	LAB 14
equality and multinational		
fora	161	EAITC 15
financial help for accessible		
housing	147	CMHC 6
fitness programs	191	FAS 2

Subject	Page	Program
funding, closed caption films	274	TFC 1
grants for home adaptations	148	CMHC 21
housing awards/1992	148	CMHC 26
housing research	148	CMHC 27
housing standards	146	CMHC 4
integration and participation	258	SS 3
Job Accommodation Network	175	EIC 35
legal organizations/funding	217	JUST 2
library materials for		
print-impaired people	231	NLC 1
pensions for veterans	276	VAC 5
policy development and		
assistance	258	SS 2
programs to live and work in		
the community	200	HWC 36
public service, competition		
notices	245	PSC 22
public service, counselling	243	PSC 12
recruitment and referral/		
public service	243	PSC 10
refugees	176	EIC 54
sign language interpretation	260	SS 19
sports and games	191	FAS 3
statistics	255	SC 15
Status of Disabled Persons		
Secretariat	258	SS 2
tax filing assistance	253	RCT 16
TDD information service/CBC	135	CBC 1
Technical Aid Loan Bank	243	PSC 10
transportation	272	TC 76
transportation service		
improvement	273	TC 83
vehicle purchasing	273	TC 81
vocation rehabilitation		
program	200	HWC 35
workplace-based training	173	EIC 20
Disabled Persons Participation		
Program	258	SS 3
Disabled Persons Unit	200	HWC 36
Disabled Refugee Program	176	EIC 54
disarmament research	161	EAITC 14
<i>Disarmament Bulletin</i>	161	EAITC 14
disasters ( <i>see also</i> emergencies		
and emergency planning)		
assistance/international	144	CIDA 9
emergency health services	198	HWC 16
emergency preparedness	188	EPC 9
	217	ISTC 66
international emergency		
preparedness	188	EPC 8
relief/federal-provincial	188	EPC 4
research	188	EPC 6
discrimination ( <i>see also</i>		
employment equity)	173	EIC 25
age	142	CHRC 1
	226	NACA 1
disability	142	CHRC 1
racial	142	CHRC 1
	223	MCC 9
sex	142	CHRC 1
wages/federal industries	219	LAB 3
women	135	CACSW 1
	244	PSC 21

Subject	Page	Program
disease ( <i>see also</i> health; health and safety)		
alcohol and drug abuse	197	HWC 9
animals used for food	129	AGR 4
cancer/statistics	255	SC 15
communicable/identification of agents	196	HWC 4
control/training programs	196	HWC 4
identification and surveillance	196	HWC 4
immunization/travellers	197	HWC 15
kidney/statistics	255	SC 15
occupational	141	CCOHS 1
research, biodiagnostics	235	NRC 6
smoking	197	HWC 9
tuberculosis/statistics	255	SC 15
disinfectants, technical information	129	AGR 7
dISTCover	211	ISTC 28
divorce		
registry	218	JUST 19
statistics	255	SC 10
Divorce Act, 1985	218	JUST 19
DOBIS on-line data base		
national bibliography	231	NLC 2
DOBIS Search Service	232	NLC 9
document registration	139	CCAC 15
documentary art and photography	225	NA 2
<i>Documents on Canadian External Relations</i>	160	EAITC 4
donations to the federal government	262	SSC 8
drawback tariff relief	248	RCCE 8
DIRECT (resource and energy conservation technologies)	169	EC 32
dredging services	246	PWC 3
	246	PWC 6
Driedger-Pigeon Fellowships	218	JUST 13
Drug Awareness Program	250	RCMP 9
Drug Detector	235	NRC 9
drug enforcement training	249	RCCE 20
drugs and narcotics ( <i>see also</i> addiction; alcohol abuse)		
abuse/community action programs	197	HWC 9
abuse/funding/research	197	HWC 11
abuse/native programs	198	HWC 21
adverse reactions to control	196	HWC 6
coping skills for offenders	154	CSC 1
dangerous/licensing	196	HWC 6
drug detector	235	NRC 9
education and prevention	250	RCMP 9
enforcement, training	249	RCCE 20
importers and manufacturers/safety	196	HWC 2
information for travellers	159	EAITC 1
international anti-drug contributions	161	EAITC 15
patented medicine price control	241	PMPRB 1
prohibited import of research	249	RCCE 14
safety and effectiveness	196	HWC 6
safety information	197	HWC 7
sports, anti-doping	191	FAS 3

Subject	Page	Program
transportation and use	159	EAITC 1
treatment and rehabilitation	199	HWC 32
treatment programs for offenders	155	CSC 6
use on horses/research	285	CPMA 1
veterinary/control/research	196	HWC 6
duty ( <i>see also</i> excise tax; taxation)		
softwood lumber exports	249	RCCE 18
duty, countervailing investigation and enforcement	248	RCCE 1
duty-free goods	248	RCCE 5
duty-free shops	248	RCCE 10

## E

Earth Summit	201	IDRC 3
earthquakes management/federal buildings	246	PWC 4
reports/research	184	EMR 71
Eastern Arctic Sealift operation	268	TC 26
Ecological Land Surveys	168	EC 24
ecology <i>see</i> environment		
Economic and Regional Development Agreement for PEI		
energy efficiency	181	EMR 36
economic development ( <i>see also</i> business and small business; economy)		
Arctic	206	INAC 47
Atlantic region	127	ACOA 2
business, Northern Ontario	215	ISTC 59
financial assistance, Western region	277	WD 2
financial help in Northern Ontario	216	ISTC 60
new products/processes, Atlantic region	127	ACOA 1
Third World countries	143	CIDA 1
economics		
accelerated training programs	245	PSC 24
economy		
Canadian, advice to government	194	FIN 1
development/consultation	213	ISTC 43
improved competitiveness of Canadian industry	212	ISTC 38
indicators/statistics	256	SC 25
leading indicators/statistics	256	SC 22
relationship to environment	170	EC 36
sustainable development	237	NRTEE 1
education ( <i>see also</i> training)		
AIDS	196	HWC 5
allowances/children of deceased Canadian Forces personnel	261	SSC 4
and work/research grants	264	SSHRC 2
anti-drug information for travellers	159	EAITC 1
aviation safety	266	TC 4
Canadian studies	259	SS 12



Subject	Page	Program
education ( <i>continued</i> )		
consumer protection	138	CCAC 4
courses/public service	244	PSC 16
disability issues/awareness	258	SS 3
drugs/National Drug Strategy	250	RCMP 9
effects of atmospheric changes	167	EC 8
election information kit for schools	177	ELC 3
elections, information programs	177	ELC 2
employment skills and training	174	EIC 28
family support orders, enforcement	218	JUST 18
fur trapping/native peoples	206	INAC 42
grain industry	144	CIGI 1
heritage, Canadian	227	NBC 2
heritage cultures and languages	223	MCC 10
human rights/grants	223	MCC 5
immigrants/language training	176	EIC 59
labour programs	220	LAB 8
land surveyors	187	EMR 98
learning materials/funding	259	SS 12
military cadet corps	228	ND 4
military colleges	228	ND 2
military enrolment	228	ND 1
native awards program	149	CN 5
native peoples	202	INAC 4
native peoples/cultural	202	INAC 2
native peoples/educational support	202	INAC 6
native peoples/financial assistance	202	INAC 5
native peoples/health-related fields	198	HWC 24
native peoples/law students	218	JUST 10
native peoples/public legal information	217	JUST 4
native peoples/student allowances, counselling	202	INAC 6
Northern research	202	INAC 7
nursing and health care	197	HWC 13
offenders	154	CSC 1
second official language studies	260	SS 15
seminars, small business training	192	FBDB 5
seminars for judges	123	CJC 1
seminars on export/trade space, international co-operation	162	EAITC 26
statistics	157	CSPA 8
	255	SC 7
	255	SC 13
student loans/ postsecondary	260	SS 13
taxation/learning materials	253	RCT 19
United Nations	141	CCU 1
veterans/assistance	276	VAC 2
women, policies affecting	265	SWC 1
women, trades and technology	149	CN 4

Subject	Page	Program
egg marketing agencies	231	NFPMC 1
elderly people <i>see</i> senior citizens		
Eldorado Nuclear Limited	142	CDVIC 1
elections		
federal/administration	177	ELC 1
Indian bands	204	INAC 22
information programs	177	ELC 2
members of Parliament	119	HC 1
public servants as candidates	244	PSC 20
electoral boundaries	177	ELC 1
constituency maps	182	EMR 47
Electoral Boundaries Readjustment Act	177	ELC 1
	119	HC 1
electricity		
CANDU reactors	128	AECL 1
certification of power lines	230	NEB 2
emergency energy planning	179	EMR 21
export licences and orders	230	NEB 3
licensing of exports	230	NEB 1
meter inspection	137	CCAC 3
policies	178	EMR 8
power standards for ships	269	TC 36
research	185	EMR 80
statistics	178	EMR 8
electronic filing of income tax	254	RCT 30
Electronic Letter Creation System		
electronic income tax service	254	RCT 33
electronics		
international marketing	164	EAITC 38
emblems ( <i>see also</i> symbols)		
Canadian flag pins and stickers	259	SS 11
emergencies and emergency planning ( <i>see also</i> disasters)		
accidents/dangerous goods	271	TC 63
aircraft search and rescue	267	TC 14
civil defence training	188	EPC 7
civil defence workers' compensation	188	EPC 3
co-ordination with provinces	188	EPC 2
disaster assistance/ international	144	CIDA 9
Emergency Preparedness Program	217	ISTC 66
energy	179	EMR 21
environmental	169	EC 30
environmental disasters	166	EC 3
exercises	188	EPC 9
federal government	188	EPC 1
financial assistance to provinces	188	EPC 4
food aid to developing countries	144	CIDA 7
government accommodation	247	PWC 12
health and social services	198	HWC 16
international	188	EPC 8
marine/non-SAR	270	TC 52
marine communications service	269	TC 42
marine training	268	TC 30
military aid	229	ND 7
peacetime and wartime operations centres	247	PWC 19





Subject	Page	Program
research fellowships and reports	188	EPC 6
response service at airports	268	TC 21
search and rescue service	270	TC 46
shelters	247	PWC 13
shelters for victims of family violence	147	CMHC 10
	147	CMHC 11
survival and life-saving equipment/vessels	270	TC 48
training	188	EPC 7
transport of dangerous goods	271	TC 60
	271	TC 62
transportation	268	TC 24
Emergency Repair Program		
rural housing	147	CMHC 16
emergency shelters		
divestiture by government	247	PWC 13
employability enhancement agreements	199	HWC 30
employees		
Canada Pension Plan contributions	253	RCT 24
consultation with employers	173	EIC 22
Employer's Wage Loss Replacement Plan		
unemployment insurance	175	EIC 42
employers		
accommodating disabled workers	175	EIC 35
assistance in finding workers	173	EIC 18
federally regulated/employment equity	173	EIC 24
financial assistance/employees training program	173	EIC 20
financial assistance to hire disabled workers	221	LAB 14
job-training assistance	173	EIC 18
layoff avoidance	175	EIC 37
payroll deductions/information kit	252	RCT 9
reduction of unemployment insurance premiums	175	EIC 42
seminars/local labour market	173	EIC 19
skills training assistance	173	EIC 21
supplemental unemployment benefit plans	175	EIC 40
training and wage subsidies	174	EIC 30
workplace safety requirements	139	CCAC 19
employment (see also training; unemployment insurance)		
aptitude tests	172	EIC 4
articling students	218	JUST 14
Career Assignment Program/public service	242	PSC 4
career-related	173	EIC 14
careers/aviation	266	TC 1
careers/military	228	ND 1
casual labour	174	EIC 33
CHOICES/occupational guidance	172	EIC 5
Community Futures	174	EIC 27
competition notices, federal	245	PSC 22

Subject	Page	Program
computer search for occupations and training programs	172	EIC 5
conditions	219	LAB 2
co-operative education	173	EIC 14
counselling/occupational interest assessment	172	EIC 4
demotion/release of public servants	245	PSC 25
disabled persons	221	LAB 14
	243	PSC 10
employer/employee consultation	173	EIC 22
equal access	142	CHRC 1
financial help for older workers	220	LAB 13
financial support of pilot programs	174	EIC 31
fingerprinting for applications	250	RCMP 3
foreign workers	173	EIC 16
government statistics	255	SC 11
immigrants, authorization	175	EIC 46
international development	144	CIDA 10
international organizations	243	PSC 7
job bank	172	EIC 1
job creation/unemployment insurance	175	EIC 39
Job Finding Club	172	EIC 3
job search techniques	172	EIC 2
job searches	173	EIC 18
law students/summer	218	JUST 14
lawyers/public service	218	JUST 11
minimum wage	219	LAB 2
native peoples/public service	243	PSC 8
	243	PSC 9
native peoples/transportation industry	149	CN 5
native student summer employment	173	EIC 15
new skills training	173	EIC 20
offenders/job training	154	CSC 1
offenders/sales of goods and services	284	CORC 1
Official Language Monitor Program	260	SS 16
older workers	220	LAB 12
opportunities, inventory of	172	EIC 1
Outreach Program	172	EIC 6
policies/reports on programs/social assistance recipients	228	NCW 1
	199	HWC 30
public service/CO-OP program	242	PSC 3
public service/executives	243	PSC 5
public service/management trainee programs	244	PSC 17
public service/university graduates	242	PSC 1
retired Canadian Forces personnel	172	EIC 8
skills/purchased training courses	174	EIC 29
skills and training	174	EIC 28

Subject	Page	Program
employment ( <i>continued</i> )		
standards/federal	219	LAB 2
statistics	256	SC 26
student jobs	172	EIC 10
students/summer employment	172	EIC 11
students/work experience	173	EIC 13
summer/public service	242	PSC 2
teaching positions abroad	228	ND 3
training and work experience	173	EIC 21
unemployment benefits while training	175	EIC 38
visa applications	175	EIC 46
women/non-traditional careers	149	CN 4
work sharing	175	EIC 37
Employment and Immigration Canada ( <i>see also</i> table of contents)		
Community Business Initiative Program	192	FBDB 7
employment equity ( <i>see also</i> discrimination)		
data	174	EIC 26
designated group	173	EIC 25
equal pay for work of equal value	219	LAB 3
federally regulated employers	173	EIC 24
government suppliers	173	EIC 23
human rights	142	CHRC 1
native peoples/CN scholarships	149	CN 5
private sector	173	EIC 25
public service/counselling	243	PSC 12
status of women/research	135	CACSW 1
Visible Minority Employment Program	244	PSC 14
women, CN scholarships for	149	CN 4
women, financial assistance	220	LAB 10
women in management	244	PSC 13
women in non-traditional occupations	243	PSC 11
workplace/financial assistance	220	LAB 11
Employment Equity Act	173	EIC 24
Employment Equity Computerized Reporting System (EECRS)	174	EIC 26
Endangered Species Recovery Fund (ESRF)	167	EC 12
energy ( <i>see also</i> energy conservation; fuel)		
alternative technology	180	EMR 33
	185	EMR 81
applied research	185	EMR 81
bioenergy conversion technologies	181	EMR 35
coal resources and reserve appraisal	178	EMR 5
cogeneration	178	EMR 9
efficiency, research	236	NRC 13
emergency planning	179	EMR 21
forecasts of supply and demand	230	NEB 3

Subject	Page	Program
fuel economy/motor vehicles	272	TC 73
generating stations	178	EMR 8
geothermal research	184	EMR 71
home construction	180	EMR 26
incentives to increase efficiency	180	EMR 26
management, task forces	180	EMR 30
management in federal buildings	246	PWC 2
motor vehicles	272	TC 67
non-renewable, identification and estimate	178	EMR 6
nuclear, CANDU	128	AECL 1
nuclear, marketing	128	AECL 3
nuclear, reactor design	128	AECL 2
nuclear, research	128	AECL 4
nuclear, waste disposal	128	AECL 5
policies and programs	177	EMR 1
production and use	186	EMR 82
products/royalties, taxes, incentives	178	EMR 11
public information	177	EMR 1
recovery projects/funding	169	EC 32
regulatory powers	230	NEB 1
research	185	EMR 80
research/storage and distribution	186	EMR 85
research/technology	178	EMR 9
research and development/efficiency	180	EMR 28
resources/coal	136	CBDC 1
solar/climate data	166	EC 6
solar/research	167	EC 11
statistics	255	SC 5
	177	EMR 2
supply and demand outlook	177	EMR 3
technology	186	EMR 82
use of biomass/PEI	181	EMR 36
waste conversion	179	EMR 19
wind/climate data	166	EC 6
wind/research	167	EC 11
energy conservation ( <i>see also</i> energy)		
commercial, institutional and agricultural sectors	180	EMR 30
federal policy	177	EMR 1
fishing and marine industries	180	EMR 32
fishing industry	190	F&O 13
industry	180	EMR 29
R-2000 homes	179	EMR 25
research and development/technologies	181	EMR 37
tax incentive program	180	EMR 31
technology	180	EMR 33
trucks	181	EMR 42
Energy Diversification Research Laboratory (EDRL)	186	EMR 85
Energy Supplies Allocation Board	179	EMR 21
	179	EMR 22
Energy Supplies Emergency Act	179	EMR 22
ENERSTAT	177	EMR 2





Subject	Page	Program
engineering		
broadcast/expertise for sale	136	CBC 6
civil/master specification system	247	PWC 17
construction/geological surveys	184	EMR 65
drawings/archives	225	NA 2
federal projects	246	PWC 3
grants/university-industry	238	NSERC 1
industrial research grants	238	NSERC 3
research and development	235	NRC 8
research grants	185	EMR 79
scholarships	209	ISTC 13
scholarships for advanced studies	238	NSERC 2
school visits by retired engineers, scientists	209	ISTC 15
support/broadcasting	151	COM 21
technology transfer	237	NRC 21
wind	236	NRC 16
Engineering and Certification Bureau, terminal equipment certificates	152	COM 29
Enquiries Canada	283	CCG 18
enRoute Card Inc.	262	SSC 9
environment ( <i>see also</i> conservation; pollution control)		
acid rain pollution control	169	EC 27
air quality, Canada – US border	201	IJC 1
Alaska Highway pipeline	234	NPA 1
analysis and survey	282	CCG 8
Arctic	206	INAC 47
assessment and management, airports	268	TC 22
assessment and management, federal facilities	247	PWC 18
assessment and review	193	FEARO 1
awards	171	EC 46
awards for young scientists	237	NRTEE 3
business opportunities for industry	211	ISTC 29
clean-ups	171	EC 48
control of nuclear energy	128	AECB 1
economic development and emergencies/spills	237	NRTEE 1
endangered species habitats	169	EC 30
energy efficiency	167	EC 12
federal workplaces/health	180	EMR 26
global strategy	198	HWC 18
habitat management	237	NRTEE 2
health and	167	EC 12
health hazards	197	HWC 9
health hazards	196	HWC 3
impact analysis/protection	169	EC 35
impact of human activities on	170	EC 36
implementation of Agenda 21	201	IDRC 3
industry-government initiatives	211	ISTC 30
management, geological surveys	211	ISTC 30
management, geological surveys	184	EMR 65
marine/compliance with international conventions	271	TC 58

Subject	Page	Program
marine/emergency response operations	270	TC 52
migratory birds, habitats	167	EC 13
mineral resources	187	EMR 93
new technologies	211	ISTC 23
North American Air Defence Modernization Project	206	INAC 43
Papersave Program	263	SSC 15
pollution/Canada – US border	201	IJC 1
pollution studies/Great Lakes	190	F&O 21
protection/chemical		
oceanographic data	189	F&O 3
protection/from pollutants and waste	169	EC 34
protection/frontier lands	230	NEB 6
protection/Indian reserves	203	INAC 10
protection/measures	169	EC 33
protection/nuclear waste disposal	128	AECL 5
protection/recycled products	171	EC 47
quality, grants	238	NSERC 1
quality, improvement	170	EC 36
regulatory impact statements	169	EC 33
research and development/innovations	263	SSC 21
research grants	264	SSHRC 2
services in federal facilities	246	PWC 2
space materials/effects	156	CSPA 1
spill prevention and response/emergencies	169	EC 30
statistics	257	SC 34
sustainable development	169	EC 26
technical advice on protection	169	EC 31
technical services for reserve lands	246	PWC 9
technological development	180	EMR 26
	180	EMR 27
technological services	246	PWC 10
toxic chemical management	169	EC 29
toxic commercial chemical controls	169	EC 28
vehicle emission statistics	257	SC 34
waste conversion	179	EMR 19
waste management/fisheries industry	215	ISTC 55
waterfowl habitats	168	EC 16
wildlife habitats	167	EC 12
Environment Week	171	EC 46
environmental achievement awards	171	EC 46
Environmental Assessment Review Process (EARP)	168	EC 25
Environmental Choice Program	171	EC 47
Environmental Innovation Program (EIP)	263	SSC 21
Environmental Partners Fund	171	EC 48
Environmental Protection Act, Canadian	169	EC 29
Environmental Technology Commercialization Program	211	ISTC 23
epidemics ( <i>see also</i> disease) investigation and control	196	HWC 4
equal opportunities <i>see</i> employment equity		



Subject	Page	Program
equity ( <i>see also</i> employment equity)		
women	261	SS 21
	265	SWC 1
equity financing	192	FBDB 2
Essential Records Program	188	EPC 1
estate tax, appeals ( <i>see also</i> taxation)	123	FCTC 1
ethane information	178	EMR 14
ethics, health research	224	MRC 4
ethnic groups <i>see</i> multiculturalism		
European Economic Community (EEC) trade data	160	EAITC 8
European Space Agency, Canadian involvement in	157	CSPA 8
evacuations, emergency, military	229	ND 7
exchange programs		
health research funding	224	MRC 2
international	160	EAITC 6
international health research	224	MRC 2
law students	218	JUST 12
public servants	243	PSC 6
	243	PSC 7
university-industry, health research	224	MRC 3
youth/international development	144	CIDA 12
youth travel	259	SS 9
exchange rates		
currency/imports	248	RCCE 12
information	135	BC 6
excise tax ( <i>see also</i> income tax; taxation)		
appeals	145	CITT 1
payment of duties	249	RCCE 17
Excise Tax Act		
hospital certification	197	HWC 12
exhibitions ( <i>see also</i> expositions)		
agricultural	132	AGR 31
	233	NMST 2
archives	224	NA 1
art	231	NGC 1
books and literature	233	NLC 18
civilization	146	CMC 1
citizenship	222	MCC 2
Globe '94	150	COM 8
	212	ISTC 39
insurance	151	COM 12
international	150	COM 8
international/museums, art galleries	151	COM 15
military	229	ND 10
	229	ND 11
military and war	158	CWM 1
photographic services	282	CCG 10
space	157	CSPA 8
trade, international	164	EAITC 38
trade fairs	212	ISTC 39
	213	ISTC 41
transportation	150	COM 10
world	150	COM 8
Explorations Program		
grants to the arts	137	CC 1

Subject	Page	Program
explosives		
bomb suit	235	NRC 9
regulation	187	EMR 97
Expo '93		
Canadian presence	150	COM 8
Export Development Corporation ( <i>see also</i> table of contents), telecommunications/ developing countries	153	COM 41
<i>Export Guide – A Practical Approach</i>	160	EAITC 9
Export Market Development (PEMD), Program for	163	EAITC 28
	164	EAITC 35
Export Vision		
export awareness	162	EAITC 26
exports ( <i>see also</i> imports)		
aerospace/market development	164	EAITC 39
agricultural products	129	AGR 5
	132	AGR 30
agri-food industry	133	AGR 34
agri-food products	164	EAITC 37
animal inspection and testing	129	AGR 4
Asia – Pacific region	162	EAITC 24
assistance to Canadian business	140	CCC 1
awards	163	EAITC 29
barley	158	CWB 1
bid security guarantee	171	EDC 1
bonded carriers/control	248	RCCE 2
Canadian publications/ funding	151	COM 17
computer industry	164	EAITC 38
controls	162	EAITC 21
cultural property	151	COM 11
dairy products/financial assistance	141	CDC 1
data bank	160	EAITC 8
	165	EAITC 46
defence/market development	164	EAITC 39
duties on softwood lumber	249	RCCE 18
duty refund	248	RCCE 8
electricity, natural gas and oil	230	NEB 1
exotic plants and animals	167	EC 12
exporter numbers	249	RCCE 13
financial assistance	164	EAITC 35
	193	FBDB 9
financing, advice	162	EAITC 26
financing, assistance	171	EDC 1
fish products/services	164	EAITC 37
food/agricultural products	129	AGR 5
foreign investment insurance	171	EDC 1
forest products	164	EAITC 37
forest products, softwood lumber	249	RCCE 18
GATT inquiry point in Canada	265	STCC 1
grain/market development	144	CIGI 1
grains and oilseeds	130	AGR 12
GST rebate program for non-residents	249	RCCE 23
information hotline	160	EAITC 7
information technology/ advice	164	EAITC 38

Subject	Page	Program
insurance	171	EDC 1
international, development of	163	EAITC 30
international trade/information	163	EAITC 28
licences/electric power/ natural gas/oil	230	NEB 3
manufacturing industry	163	EAITC 29
market development	212	ISTC 34
market identification	160	EAITC 11
market identification and development	160	EAITC 8
market reports/manufacturing	212	ISTC 33
marketing assistance/ sound-recording industry	150	COM 3
marketing strategies	163	EAITC 32
meat and meat products inspection	129	AGR 6
natural gas/pricing	178	EMR 15
new exporters	162	EAITC 25
	164	EAITC 36
nuclear energy, CANDU	128	AECL 3
nuclear materials/licences	128	AECB 1
plant and plant products, inspection and testing	129	AGR 4
publications	160	EAITC 9
regulations	248	RCCE 11
returned to Canada/customs duty	248	RCCE 5
services, promotion	163	EAITC 31
services for business	213	ISTC 41
statistics	213	ISTC 40
	256	SC 20
telecommunications equipment	153	COM 40
trade commissioners	162	EAITC 27
trade information	160	EAITC 7
training program/US	164	EAITC 36
training program/western Europe	162	EAITC 25
Western business, assistance for	277	WD 3
wheat	158	CWB 1
wood products	214	ISTC 49
expositions ( <i>see also</i> exhibitions)		
international	150	COM 8
External Affairs and International Trade Canada ( <i>see also</i> table of contents), telecommunications/ developing countries	153	COM 41
extradition of kidnapped children	161	EAITC 19

## F

families, low income		
housing assistance, co-operatives	147	CMHC 8
housing assistance, non-profit	147	CMHC 9
rent supplements	147	CMHC 13
urban native, housing studies	147	CMHC 14
family allowances statistics	255	SC 16

Subject	Page	Program
Family Class Program sponsors for immigration	175	EIC 47
Family Orders and Agreements Enforcement Assistance	218	JUST 17
family poverty social services/research	199	HCW 27
family violence community assistance	223	MCC 11
elder abuse	199	HWC 28
emergency housing	147	CMHC 11
emergency shelter for victims	147	CMHC 10
funding for research and information services	261	SS 21
information services	199	HWC 31
law reform issues	217	JUST 3
native peoples	198	HWC 21
research projects	197	HWC 11
famine international aid	144	CIDA 7
farm/farmers ( <i>see also</i> agriculture) advance payment for storable crops	131	AGR 21
	131	AGR 23
agricultural commodities/ price support	131	AGR 20
agri-food industry development	133	AGR 34
alternatives for tobacco farmers	132	AGR 26
commodity price support	131	AGR 16
crop insurance	131	AGR 22
Farm Debt Review Board	132	AGR 25
farm improvement loans	131	AGR 24
farm statistics	254	SC 2
financial assistance/ transition to other employment	174	EIC 31
grain advance payments	131	AGR 21
	131	AGR 23
income protection	131	AGR 21
income stabilization	131	AGR 16
	131	AGR 19
loans/co-operative ownership	193	FCC 2
loans/improvement	131	AGR 24
loans/mortgages	193	FCC 1
	193	FCC 3
management skills	133	AGR 38
products marketing council	231	NFPMC 1
seasonal labour	173	EIC 17
transition support	174	EIC 32
women/financial assistance	134	AGR 45
Farm Credit Act loans to farmers	193	FCC 1
Farm Debt Review Board	132	AGR 25
Farm Syndicates Credit Act	193	FCC 2
fashion apparel industry industry-government initiatives	211	ISTC 30
Feature Film Distribution Fund	274	TFC 1
Federal Business Development Bank ( <i>see also</i> table of contents) development of cultural industries	151	COM 18





Subject	Page	Program
Federal Contractors Program enforcement of employment equity	173	EIC 23
Federal Contractors Program Computer System (FCPCS)	174	EIC 26
Federal Co-operative Housing Program	147	CMHC 8
Federal Court of Appeal	123	FCTC 1
	124	SUPC 1
Federal Court Reports	194	FJA 1
Federal Heritage Building Review Office	170	EC 40
federal government ( <i>see also</i> public service)		
access to information/ complaints	201	ICC 1
access to information/ policies and publications	266	TB 3
accounting and reporting	262	SSC 7
archives, unpublished	225	NA 2
audit services	262	SSC 7
audits	239	OAG 1
banking and cash management services	262	SSC 6
bilingual services	265	TB 1
budget preparation/federal courts	194	FJA 1
collection of personal information	241	PCC 1
continuance during war	188	EPC 1
continuity in emergencies	247	PWC 17
	247	PWC 19
directory/rental rates for passenger vehicles	262	SSC 12
emergency planning co-ordination	188	EPC 2
employment statistics	256	SC 26
environmental assessment	193	FEARO 1
environmental services	246	PWC 2
expositions	281	CCG 2
financial management	266	TB 2
hotel directory for public servants	262	SSC 11
incentive rebates/surplus sales	262	SSC 14
information for business	211	ISTC 24
investments in business	142	CDVIC 1
joint industry-government initiatives	211	ISTC 30
land management policy	247	PWC 12
management consulting services	281	CAC 2
official languages/policies	265	TB 1
official publications	232	NLC 7
oil and gas policy	205	INAC 39
policies affecting women	265	SWC 1
printing services	282	CCG 14
program evaluation	266	TB 2
programs and services/Guide	283	CCG 18
property/architectural and engineering services	246	PWC 3
	246	PWC 4
property/buildings, maintenance, new facilities	246	PWC 2

Subject	Page	Program
property/buildings, working environment	198	HWC 18
property/emergency protection	188	EPC 1
property/inventory	247	PWC 13
property/management and administration	247	PWC 11
property/management and emergency preparedness	247	PWC 12
publications	231	NLC 1
publications/marketing and sales	282	CCG 12
real estate services	246	PWC 1
realty management services	246	PWC 2
records/protection during disasters	188	EPC 1
statistics	255	SC 11
supplier development in Northern Ontario	216	ISTC 64
surplus goods/sale	261	SSC 3
telecommunications services	154	COM 46
telephone referral service	283	CCG 18
travel services	262	SSC 10
upcoming regulations	266	TB 4
working environment	198	HWC 18
workplace conditions/health and safety	219	LAB 4
federal-provincial		
alcohol and drug rehabilitation	199	HWC 32
assistance for crop insurance costs	131	AGR 22
Canada Assistance Plan	199	HWC 26
co-ordination of economic affairs	194	FIN 1
disaster relief	188	EPC 4
emergency planning	188	EPC 2
emergency preparedness/ cost sharing	188	EPC 5
forest management	195	FORC 2
health	197	HWC 10
housing committees	148	CMHC 25
mineral development	187	EMR 92
policies affecting status of women	265	SWC 1
regional development, Atlantic	127	ACOA 2
Federal-Provincial Fiscal Arrangements	197	HWC 10
federal-provincial/territorial, cost sharing, justice	218	JUST 8
Federal/Provincial/Territorial Advisory Committee on AIDS	196	HWC 5
<i>Federal Regulatory Plan</i>	266	TB 4
federal sales tax	249	RCCE 22
Federal Study Centre	247	PWC 16
Federation of Canadian Municipalities	148	CMHC 24
FedNor		
assistance in capital costs funding	215	ISTC 58
business incentives		
program/marketing	216	ISTC 60





Subject	Page	Program
business incentives		
program/quality control	216	ISTC 61
funding for consulting,		
marketing plans	215	ISTC 59
Market Access Program	216	ISTC 64
research and development/		
Northern Ontario	216	ISTC 62
resource centre	216	ISTC 65
feed		
animal/medicated	196	HWC 6
livestock	221	LFB 1
Feed Freight Assistance Program	222	LFB 2
fellowships <i>see</i> scholarships,		
fellowships and bursaries		
ferry services		
access for elderly and		
disabled persons	272	TC 76
Atlantic region	222	MA 1
subsidization	273	TC 86
fertilizers, testing for agricultural		
use	129	AGR 4
festivals		
Christmas Lights Across		
Canada	227	NCC 4
grants/film	274	TFC 1
National Capital Region	227	NCC 4
support for non-profit cultural		
organizations	149	COM 1
Winterlude	227	NCC 4
film and video ( <i>see also</i> culture)		
archival services	225	NA 2
availability from National Film		
Board	230	NFB 1
certification	150	COM 5
community development and		
housing	146	CMHC 1
co-production agreements	150	COM 6
	275	TFC 2
deposit/National Library	232	NLC 4
equity in the workplace	220	LAB 11
financial assistance	149	COM 2
	151	COM 18
funding/broadcast	274	TFC 1
funding/closed captioning	274	TFC 1
government audio-visual		
services	281	CCG 2
grants for festivals	274	TFC 1
housing for senior citizens	146	CMHC 2
housing standards	146	CMHC 4
international events,		
Canadian participation	274	TFC 1
marketing	230	NFB 1
marketing/financial aid	274	TFC 1
music videos/financial aid	150	COM 3
National Gallery of Canada	231	NGC 1
natural sciences/museum	148	CMN 1
prohibited import	249	RCCE 14
promotion	230	NFB 1
promotion/international	275	TFC 2
research results	201	IDRC 2
services	282	CCG 5
statistics	255	SC 18
taxation	252	RCT 8

Subject	Page	Program
finance		
government statistics	255	SC 11
investment for high-tech		
companies	207	INV 2
investment information	207	INV 3
management, federal/policies	266	TB 2
management, federal/studies	239	OAG 1
planning assistance for		
business	192	FBDB 3
statements, federal		
government	262	SSC 6
statistics	256	SC 30
financial assistance <i>see</i>		
assistance, financial; funding;		
grants		
financial institutions		
deposit insurance	141	CDIC 1
direct deposit of income		
security payments	200	HWC 42
direct deposit of income tax		
refunds	254	RCT 34
guarantees	171	EDC 1
incorporation of loan		
companies	138	CCAC 9
statistics	256	SC 30
supervision	240	OSFI 1
Fingerprint Chamber	235	NRC 9
fingerprints		
criminal services and		
non-criminal searches	250	RCMP 3
fire prevention		
building design research	236	NRC 13
education/municipalities	268	TC 21
federal buildings	219	LAB 5
product testing/flammability	138	CCAC 4
firearms		
registration and index	250	RCMP 4
fires		
statistics	219	LAB 5
fireworks/control	187	EMR 97
First Ministers' Conference	143	CICS 1
fish/fisheries		
adjustment program, Atlantic	190	F&O 10
aquaculture	190	F&O 20
aquaculture information	189	F&O 1
aquaculture market		
development	191	F&O 37
aquaculture skills training	215	ISTC 56
aquaculture technology/		
assistance to industry	215	ISTC 53
bait supply in Newfoundland	189	F&O 9
cod, financial help for		
fishermen	190	F&O 12
cod, marketing	155	CSFC 1
commercial/climatological		
information	166	EC 6
commercial fisheries/British		
Columbia	191	F&O 25
data services	189	F&O 3
enforcement for conservation	190	F&O 18
export	164	EAITC 37
fish stocks	189	F&O 2

Subject	Page	Program
fish/fisheries ( <i>continued</i> )		
freshwater/sales, marketing and trade	194	FFMC 1
hydrographic surveys	189	F&O 2
ice conditions	189	F&O 5
improved quality of seafood and seafood products	167	EC 9
industry-government initiatives	215	ISTC 55
information on energy efficiency	211	ISTC 30
information service	180	EMR 32
inspections	189	F&O 1
licensing of commercial fishermen	190	F&O 15
marine environment data services	190	F&O 16
marine insurance	190	F&O 22
market development	189	F&O 7
native peoples	164	EAITC 37
nautical charts	190	F&O 11
Newfoundland bait program	189	F&O 2
pollution research	189	F&O 5
price stabilization	190	F&O 9
Quebec, assistance	190	F&O 21
sales, marketing, trade for saltwater	189	F&O 6
salmonid enhancement	190	F&O 14
saltwater/sales, marketing schedules, locations/British Columbia	155	CSFC 1
scientific and technical publications	191	F&O 23
sea lamprey control in the Great Lakes	191	F&O 27
seafood-processing skills training	155	CSFC 1
seafood processors/market development	191	F&O 25
small-craft harbours	189	F&O 4
sport-fishing information	189	F&O 8
surveillance	215	ISTC 56
technology improvement	215	ISTC 57
trade promotion	190	F&O 19
vessels/certification, standards, regulations	191	F&O 26
violation reporting/British Columbia	190	F&O 18
weather services	215	ISTC 54
weather warning and forecasts	155	CSFC 1
Fish Inspection Program	164	EAITC 37
Fisheries Prices Support Board price stabilization	269	TC 38
fitness	191	F&O 24
funding and standards	166	EC 3
international promotion/Canada	166	EC 1
	190	F&O 15
	189	F&O 6
	191	FAS 2
	160	EAITC 5

Subject	Page	Program
Fitness Canada	191	FAS 2
flags and badges of Canada ( <i>see also</i> symbols)	119	GG 2
flight safety and services <i>see</i> air transportation; aircraft		
folk culture museum	146	CMC 1
food and food products ( <i>see also</i> agricultural products; dairy products)		
additives	195	HWC 1
agri-food safety	129	AGR 8
aid to developing countries	144	CIDA 7
chemical hazards in electronic	195	HWC 1
marketing-information	133	AGR 43
emergency and overseas aid	132	AGR 30
fish products	190	F&O 15
fresh fruit and vegetables	130	AGR 11
importers and manufacturers/safety	196	HWC 2
information data base	133	AGR 41
inspections	129	AGR 5
labelling/consumer protection	195	HWC 1
market assessment	137	CCAC 2
marketing assistance	132	AGR 28
meat and meat products	132	AGR 29
inspection	129	AGR 6
nutritional value, quality, safety	195	HWC 1
preparation and preservation/research	129	AGR 2
processed fruits, vegetables, honey and maple	130	AGR 10
processing	195	HWC 1
processing services for penitentiaries	284	CORC 1
research aid	144	CIDA 8
research and development		
inventory	129	AGR 3
safety information	197	HWC 7
Food Industry Data Base (FIND)	133	AGR 41
food services		
federal buildings	246	PWC 2
penitentiaries	284	CORC 1
food-processing equipment		
export/global marketing	163	EAITC 32
foreign affairs		
history, speakers and publications	160	EAITC 4
foreign countries		
investment policies	207	INV 4
travel assistance/Canadian citizens	162	EAITC 22
foreign governments		
export sales	140	CCC 1
polar development	206	INAC 46
property claims of Canadian citizens	162	EAITC 20
foreign investment		
information	207	INV 3
promotion of	164	EAITC 38
foreign ownership		
statistics	256	SC 28





Subject	Page	Program
foreign policy		
information	159	EAITC 3
information and documentation	159	EAITC 2
foreign residence assistance		
Canadian citizens	162	EAITC 22
foreign students		
customs allowances	248	RCCE 5
foreign workers		
admission to Canada	175	EIC 46
recruitment	173	EIC 16
forensic services for police	250	RCMP 6
forestry and forest products ( <i>see also</i> silviculture)		
atmospheric environmental research	167	EC 11
biotechnology research	235	NRC 11
disease protection	129	AGR 4
export and marketing	214	ISTC 51
federal-provincial agreements	195	FORC 2
financial incentives	214	ISTC 50
grants	238	NSERC 1
industrial research aid	195	FORC 4
industry, market development	214	ISTC 48
industry, overseas market development	214	ISTC 49
industry-government initiatives	211	ISTC 30
mapping of forest cover	183	EMR 60
monitoring by satellite	157	CSPA 7
national forest inventory	195	FORC 3
on-reserve inventories	204	INAC 30
penitentiary programs	284	CORC 1
protection on Indian reserves	205	INAC 33
research	194	FORC 1
research, technical and financial services	195	FORC 2
research and development incentives for industry	214	ISTC 50
silviculture fellowship	201	IDRC 1
statistics	255	SC 3
timber registration marks	138	CCAC 12
trade development	164	EAITC 37
tree production research	235	NRC 11
weather service	166	EC 3
fossils identification	184	EMR 68
foundry technology	186	EMR 83
4-H councils funding	133	AGR 39
France – Canada		
co-operation in museology and archaeology	151	COM 16
franchising		
trademark registration	139	CCAC 14
Francophone Summit	161	EAITC 17
fraud		
investigations	281	CAC 1
unemployment insurance investigation	175	EIC 44
free trade ( <i>see also</i> trade)		
access to US market	163	EAITC 34
Auto Pact tariff benefits	214	ISTC 47
Binational Secretariat	165	EAITC 44
business travel	176	EIC 60
customs inquiries	249	RCCE 21

Subject	Page	Program
dispute settlement	165	EAITC 44
federal procurements	281	CCG 1
government contracts	242	PRB 1
North America	162	EAITC 23
freedom of information		
complaints	201	ICC 1
policies and publications	266	TB 3
Freedom space station	156	CSPA 3
freight		
Atlantic region subsidies	239	NTA 1
ferry services/Atlantic region	222	MA 1
livestock feed	221	LFB 1
	222	LFB 2
	149	CN 1
national railway service/Newfoundland and Labrador	273	TC 86
French Language Centres of Excellence		
scientists and technicians	153	COM 45
frontier lands, oil and gas	230	NEB 6
Frontrunners network		
school visits by retired engineers, scientists	209	ISTC 15
fruit and vegetables <i>see</i> food and food products		
fuel ( <i>see also</i> energy)		
alternative/transportation	180	EMR 33
	181	EMR 38
coal	136	CBDC 1
consumption/standards		
legislation	181	EMR 39
economy/motor vehicle testing	272	TC 73
economy/motor vehicles efficiency/research and development	272	TC 67
emission standards	181	EMR 37
liquid, new/research	272	TC 68
metallurgical/research	185	EMR 80
natural gas/motor vehicles	186	EMR 84
nuclear facilities/licensing	181	EMR 40
production from natural gas/research	128	AECB 1
statistics	186	EMR 85
statistics	255	SC 5
statistics	272	TC 67
Fuel Consumption Guide		
funding ( <i>see also</i> assistance, financial; grants; scholarships, fellowships and bursaries)		
accessibility to motor vehicles, rental companies	273	TC 82
Atlantic region/business development	127	ACOA 1
automotive components industry	213	ISTC 45
business development/native entrepreneurs	208	ISTC 4
community action programs	197	HWC 9
dentistry research	224	MRC 1
endangered species/recovery projects	167	EC 12
environmental clean-ups	171	EC 48
family support, enforcement	218	JUST 18
farm management training	133	AGR 38
ferry services	273	TC 86



Subject	Page	Program
funding (continued)		
films and videos	274	TFC 1
fitness	191	FAS 2
health sciences, research	224	MRC 1
	224	MRC 2
improved productivity and competitiveness	208	ISTC 5
improved quality of seafood and seafood products	215	ISTC 55
labour issues	220	LAB 9
law reform/criminal	217	JUST 3
legal aid research	217	JUST 7
legal information/public education	217	JUST 2
legal research and publications	217	JUST 1
literacy	175	EIC 34
medical research	224	MRC 1
native peoples/educational programs	202	INAC 4
native peoples/educational support services	202	INAC 6
native peoples/environmental protection	203	INAC 10
native peoples/land claims research	203	INAC 15
native peoples/law students	218	JUST 10
native peoples/socio-economic research, education	217	JUST 4
non-profit cultural organizations	149	COM 1
nursing research	224	MRC 1
optometry research	224	MRC 1
rail passenger services and branch lines	239	NTA 1
railway safety projects	271	TC 64
research/human rights protection	217	JUST 5
science and technology/collaboration with Japan	209	ISTC 8
science and technology/public awareness	261	SSC 2
sport	191	FAS 1
transportation	239	NTA 1
transportation/feed grain	222	LFB 2
veterinary medicine research	224	MRC 1
VIA Rail	274	TC 88
waterfowl management	168	EC 16
wetlands conservation	168	EC 16
fungicides, technical information	129	AGR 7
fur industry, native participation	206	INAC 42
furnishings, contributions to Canadiana Fund	227	NCC 6
furniture and housewares export/global marketing	163	EAITC 32

Subject	Page	Program
<b>G</b>		
garnishment of wages and other income, income tax arrears	252	RCT 5
gas see oil and gas		
gasification research	186	EMR 84
Gatineau Park		
camping and recreation	227	NCC 3
recreational pathways	227	NCC 1
GATT (General Agreement on Tariffs and Trade)		
disputes	145	CITT 1
federal procurements	281	CCG 1
inconsistencies within NAFTA	165	EAITC 45
inquiry point in Canada	265	STCC 1
<i>Gazetteer, Canada Atlas</i>	182	EMR 43
<i>Gazetteer of Canada</i>	184	EMR 74
	185	EMR 75
Gemini Internship in Journalism	201	IDRC 1
genealogical research		
documentation/archives	224	NA 1
generating stations		
statistics	178	EMR 8
genetics		
engineering research	235	NRC 12
forestry	194	FORC 1
improvement in livestock	133	AGR 37
plant-related research	235	NRC 11
geochemical surveys/mineral exploration	184	EMR 67
geodetic surveys	183	EMR 59
geodynamics research	184	EMR 71
Geographic Information Service (GIS)	257	SC 34
standards	183	EMR 56
geographic trade divisions	160	EAITC 11
geographical maps see maps and charts		
geographical names		
Canadian Permanent Committee	184	EMR 74
<i>Gazetteer of Canada</i>	184	EMR 74
	185	EMR 75
geographical places		
longitude and latitude	185	EMR 75
geological maps and reports		
sales	182	EMR 52
geological surveys	184	EMR 65
geomagnetism forecasts	184	EMR 71
geomatics		
Canada Centre for federal co-ordination	183	EMR 60
marketing, international	183	EMR 61
	164	EAITC 38
geophysical studies	184	EMR 71
geophysical surveys/mineral exploration	184	EMR 67
GEOSCAN Centre, National	184	EMR 73
geothermal energy research	184	EMR 71
gerontology reference services	226	NACA 1
gift bank, federal departments	258	SS 1
gifts, foreign		
customs duty	248	RCCE 7



Subject	Page	Program
Ginn Publishing Canada Inc.	142	CDVIC 1
GIS (Guaranteed Income Supplement)	200	HWC 40
statistics	255	SC 16
Glen Gould Prize	137	CC 3
global warming		
policy development	167	EC 8
Globe '94, trade fair	150	COM 8
	212	ISTC 39
Going Global		
trade development	163	EAITC 30
gold refining	249	RCM 1
Goods and Services Tax <i>see</i> GST		
<i>Government Business Opportunities</i>	281	CCG 1
Government Conference Centre	247	PWC 16
Government of Canada (Direct Marketable) Bonds	134	BC 2
Government Operational Service (GOS)		
accounting and reporting services	262	SSC 7
banking activities	262	SSC 5
direct deposits/cheque inserts	262	SSC 5
financial management	262	SSC 6
payments	261	SSC 4
government publications	282	CCG 12
Government Strategy for the Integration of Persons with Disabilities	148	CMHC 27
Government Telecommunications Agency (GTA)	154	COM 46
Governor General's Literary Awards	137	CC 3
Governor-in-Council appointments	139	CCAC 15
Governors of the Provinces, Office of the	258	SS 1
GPT tariff concessions	145	CITT 1
grain-handling industry		
labour relations	145	CLRB 1
Grain Marketing Bureau	130	AGR 12
Grain Transportation Administrator	274	TC 89
grains and oilseeds		
elevator licences and insurance	283	CGC 1
futures trading, supervision of	283	CGC 1
grading and inspection	283	CGC 1
guaranteed sales	130	AGR 12
handling, statistics	283	CGC 1
livestock feed	221	LFB 1
	222	LFB 2
marine loading inspections	269	TC 34
marketing and trade	130	AGR 12
marketing, handling, technology/instruction	144	CIGI 1
policy and planning	130	AGR 13
Prairie Grain Advance Payments	130	AGR 14
	131	AGR 17
	131	AGR 18
	131	AGR 21
priorities and strategies	131	AGR 15
research	283	CGC 1
sales and transportation	158	CWB 1

Subject	Page	Program
trade policy and development	130	AGR 12
transportation	274	TC 88
transportation problems and co-operation	274	TC 89
transportation subsidies	239	NTA 1
wheat, initial payments	130	AGR 12
Grains 2000	130	AGR 13
Grand Trunk Corporation	149	CN 1
grants ( <i>see also</i> assistance, financial; funding; scholarships, fellowships and bursaries)		
agriculture/university research	129	AGR 1
archaeological resource management	151	COM 13
arts/artists	137	CC 1
consumer issues	137	CCAC 1
dentistry research	224	MRC 1
disabled persons/home adaptations	148	CMHC 21
energy research	185	EMR 80
engineering	238	NSERC 1
engineering, research	185	EMR 79
environment/quality	238	NSERC 1
environmental studies	264	SSHRC 2
exchange of researchers	224	MRC 1
film and video festivals fund	274	TFC 1
health research funding	224	MRC 1
health science research	224	MRC 1
human rights	223	MCC 5
humanities	264	SSHRC 1
	264	SSHRC 2
Inuit culture	202	INAC 3
medical research	224	MRC 1
municipal/federal properties	247	PWC 14
native law students	218	JUST 10
native peoples/band membership rules		
development	204	INAC 21
natural sciences	238	NSERC 1
natural sciences, research	185	EMR 79
nursing, research	224	MRC 1
optometry, research	224	MRC 1
physical science, research	185	EMR 79
purchase of cultural property	151	COM 11
research	264	SSHRC 1
research/national concern	264	SSHRC 2
senior citizens/home adaptations	148	CMHC 21
social sciences	264	SSHRC 1
	264	SSHRC 2
social sciences, research	185	EMR 79
veterans	276	VAC 2
veterinary medicine research	224	MRC 1
welfare services/research and development	199	HWC 27
graphic arts ( <i>see also</i> art/artists)		
federal services	282	CCG 14
gravity maps	184	EMR 71
Great Lakes		
ice conditions	167	EC 9
sea lamprey control	189	F&O 8
Great Lakes Pilotage Authority Limited	270	TC 55



Subject	Page	Program
Great Seal of Canada keeper of	139	CCAC 15
Greenbelt conservation areas	227	NCC 2
grievances arbitration	219	LAB 1
public service	245	PSSRB 2
RCMP members	251	RCMPR 1
GRIP (Gross Revenue Insurance Plan)	130	AGR 13
	131	AGR 19
	131	AGR 21
Gross Domestic Product, statistics	256	SC 23
Gross Revenue Insurance Plan (GRIP)	130	AGR 13
	131	AGR 19
	131	AGR 21
GST (Goods and Services Tax) appeals	124	TCC 1
assessment, collection	249	RCCE 22
credit information	254	RCT 26
direct deposit of credit payments	254	RCT 34
rebate program	249	RCCE 23
rebates for public hospitals	197	HWC 12
Guaranteed Income Supplement (GIS)	200	HWC 40
statistics	255	SC 16
<i>Guide to Federal Programs and Services</i>	283	CCG 18
<i>Guides for Canadian Exporters</i>	160	EAITC 9
Gulf War property claims against Iraq	162	EAITC 20

## H

Hague Convention on Aspects of International Child Abduction	161	EAITC 19
Halifax Port Corporation	242	PRC 1
ham operators examinations	152	COM 24
hang gliding Gatineau Park	227	NCC 3
harassment in employment	142	CHRC 1
in public service	244	PSC 21
harbours and ports administration	242	PRC 1
construction and maintenance	246	PWC 6
cruise ship facilities	142	CHPC 1
facilities/commercial marine transportation	270	TC 49
maintenance of waterways	269	TC 33
Montreal, land management	145	CLC 1
Quebec, land management	145	CLC 1
small craft	190	F&O 19
Hayes Collection rare books	231	NLC 3

Subject	Page	Program
hazardous products/wastes <i>see</i> dangerous goods and hazardous materials		
Hazardous Materials Information Review Commission	139	CCAC 19
health ( <i>see also</i> disease; health and safety) air traffic controllers/ assessment	197	HWC 14
assessment/immigrants	198	HWC 17
aviation medicine	197	HWC 14
certification of facilities	197	HWC 12
consumer complaints	197	HWC 7
consumer products	196	HWC 2
counselling and education/ public service	198	HWC 19
dangerous drug control	196	HWC 6
emergency service/ immigrants and refugees	198	HWC 17
environmental pollutant control	169	EC 34
environmental quality	196	HWC 3
federal employees abroad	198	HWC 17
federal public servants	198	HWC 18
medical devices	196	HWC 3
medicines/licensing	196	HWC 6
mental, compensation for depatterning	219	JUST 20
mental, consulting services	197	HWC 8
mental, statistics	255	SC 15
mining and extraction industries	187	EMR 96
native communities/control	198	HWC 23
native peoples/benefits	198	HWC 22
native peoples/education	198	HWC 24
native peoples/services	198	HWC 20
Northwest Territories and Yukon/services	198	HWC 20
offenders/services	155	CSC 4
patented medicine price control	241	PMPRB 1
pilots/assessment	197	HWC 14
preventive practices	197	HWC 8
promotion programs	197	HWC 9
protection/travellers in Canada and abroad	197	HWC 15
research/financial assistance	197	HWC 11
services	197	HWC 8
services/federal public service	198	HWC 18
services/insurance plans	197	HWC 10
standards/industry compliance	196	HWC 2
statistics	255	SC 15
surveillance/Canadians	196	HWC 4
toxic chemicals, impact of	169	EC 28
veterans services	276	VAC 2
work environment/public service	198	HWC 18





Subject	Page	Program
health and safety ( <i>see also</i> disease; safety standards and regulations)		
agri-food products	129	AGR 8
air navigation systems	267	TC 13
airports	268	TC 20
aviation, civil	197	HWC 14
aviation, compliance	267	TC 10
aviation, occurrence reporting	275	TSB 2
awareness, small craft	270	TC 46
dairy products	129	AGR 9
federal health services	198	HWC 18
federal workplace	219	LAB 4
food standards	195	HWC 1
fresh fruit and vegetables	130	AGR 11
housing rehabilitation/funding	147	CMHC 6
marine radio service	270	TC 45
monitoring of legislation	219	LAB 4
occupational, information	141	CCOHS 1
occupational, public service	245	PSSRB 1
occupational, standards	219	LAB 2
processed food products	130	AGR 10
radiation exposure evaluation	196	HWC 3
radioactive materials	128	AECB 1
ships and shipping	271	TC 59
Workplace Hazardous Materials Information System	139	CCAC 18
Health of Animals Act	123	FCTC 2
health sciences		
research and development	263	SSC 21
hearing-impaired persons <i>see</i> disabled persons		
heart disease		
research, biodiagnostics	235	NRC 6
heating		
energy-efficient housing	179	EMR 25
Hebraica, rare book collection	231	NLC 3
Helen Sawyer Hogg Observatory	233	NMST 1
hepatitis B		
management strategies	196	HWC 4
herbicides		
technical information	129	AGR 7
heritage		
Canadian historic sites	170	EC 43
	226	NBC 1
	227	NBC 2
cultural and historical programs	227	NCC 5
historic canals	170	EC 39
historic rivers, protection	170	EC 38
literary and musical, programs	233	NLC 18
Plains of Abraham	227	NBC 3
policy and aid to institutions	150	COM 9
preservation of cultures	223	MCC 10
published	232	NLC 4
resource preservation, transportation	150	COM 10

Subject	Page	Program
heritage buildings		
federal	170	EC 40
	246	PWC 5
preservation	171	EC 44
railway stations	171	EC 45
statistics	255	SC 18
heritage collections		
conservation	154	COM 47
museum assistance	151	COM 14
heroism, decorations for	119	GG 4
Herzberg Institute of Astrophysics	235	NRC 10
High Definition TeleVision (HDTV)	151	COM 22
high technology		
industry, research	235	NRC 4
investment	207	INV 2
highways <i>see</i> transportation		
hiking, Gatineau Park	227	NCC 3
historic sites ( <i>see also</i> heritage; heritage buildings)		
Canadian history and heritage	170	EC 43
Quebec City	226	NBC 1
volunteer program	170	EC 42
Historic Sites and Monuments Board of Canada	171	EC 44
history		
Canadian archival	225	NA 2
Canadian foreign affairs	160	EAITC 4
film and television	225	NA 2
military	229	ND 9
social, museum	146	CMC 1
war	158	CWM 1
HIV and HTL laboratories	196	HWC 4
HIV infection ( <i>see also</i> AIDS)		
control and prevention	196	HWC 5
hogs <i>see</i> swine		
holidays, paid	219	LAB 2
Home Adaptations for Seniors' Independence	148	CMHC 21
hospitals		
audit of drug controls	196	HWC 2
certification	197	HWC 12
GST rebate program	249	RCCE 23
statistics	255	SC 15
Host Program		
immigration settlement	176	EIC 53
hotel accommodation		
CN hotels and tower	149	CN 3
hotel directory for public servants	262	SSC 11
House of Commons ( <i>see also</i> table of contents)		
televised proceedings	136	CBC 2
housing		
awards for innovation	148	CMHC 26
co-operative housing loans	147	CMHC 17
co-operatives/financial assistance	147	CMHC 8
divestiture by government	247	PWC 13
emergency shelter for battered women	147	CMHC 10
energy efficient	179	EMR 25
	180	EMR 27
grants for home adaptations	148	CMHC 21

Subject	Page	Program
housing ( <i>continued</i> )		
GST rebate, new home purchasers and renovators	249	RCCE 23
improvements/funding	146	CMHC 3
innovative research		
incentives	146	CMHC 3
insured non-profit loans	147	CMHC 17
international issues	147	CMHC 18
land management advice	148	CMHC 22
manufactured, Canadian industry	214	ISTC 51
mortgage insurance	147	CMHC 5
mortgage-backed securities	147	CMHC 12
mortgages of last resort	147	CMHC 5
native students	202	INAC 6
non-profit/subsidies	147	CMHC 9
On-reserve Non-profit Housing Program	147	CMHC 15
partnerships to produce affordable housing	148	CMHC 23
presentations and speakers	148	CMHC 28
R-2000 homes	179	EMR 25
regulatory reform	148	CMHC 24
rehabilitation/native peoples and rural communities	147	CMHC 7
rehabilitation funding	147	CMHC 6
Rent Supplement Program	147	CMHC 13
research/options for disabled persons	148	CMHC 27
rural/emergency repair	147	CMHC 16
sales and starts/trend analyses	148	CMHC 20
senior citizens	146	CMHC 2
social housing units	147	CMHC 17
standards and design	146	CMHC 4
starts and completions/ statistics	256	SC 31
statistics	255	SC 7
	256	SC 25
technical information	146	CMHC 1
tripartite co-ordinating committees	148	CMHC 25
types and values/statistics	256	SC 31
Urban Native Non-profit Housing Program	147	CMHC 14
victims of family violence	147	CMHC 11
Housing Awards Competition	148	CMHC 26
Housing Market Information System	147	CMHC 19
Housing Technology Incentives Program	146	CMHC 3
hovercraft		
certification and licensing	268	TC 28
human rights		
discrimination	142	CHRC 1
fellowships/research	264	SSHRC 3
foreign policy	161	EAITC 15
grants	223	MCC 5
law fund	217	JUST 5
humanitarian assistance		
international	144	CIDA 9
refugees	175	EIC 48

Subject	Page	Program
humanities		
grants	264	SSHRC 1
	264	SSHRC 2
	264	SSHRC 4
reference services	232	NLC 7
research and development	263	SSC 21
scholarships	264	SSHRC 3
hunting regulations		
migratory game birds	167	EC 14
hydrocarbon development		
environmental aspects	167	EC 11
hydrodynamics		
marine	236	NRC 15
research and development	235	NRC 8
hydrography		
nautical charts	189	F&O 2
	189	F&O 5
hydrological systems		
climate applications	166	EC 6
hydrology		
appraisals	168	EC 23
research	168	EC 20
	168	EC 21
<hr/>		
ICAO (International Civil Aviation Organization)	267	TC 16
ice		
conditions, forecasts	167	EC 9
conditions, research	167	EC 11
conditions, satellite survey	157	CSPA 7
conditions, studies/statistics/ atlases	167	EC 10
icebreaking, <i>MV Arctic</i>	268	TC 27
icebreaking and information	268	TC 25
icebreaking research	236	NRC 15
islands/research station	184	EMR 72
Ice Centre		
forecasts, charts, consultation	167	EC 9
identification services, police	250	RCMP 3
<i>IDRC Reports</i>	201	IDRC 2
IERD (Industry Energy Research and Development Program)	180	EMR 28
IMAX theatre	146	CMC 1
Immigrant Settlement and Adaptation Program	176	EIC 51
immigration		
admissibility loans	176	EIC 49
citizenship application	222	MCC 1
community support	223	MCC 11
court appeals	207	IRB 1
customs allowances	248	RCCE 5
departure notices/ deportation and exclusion orders	176	EIC 55
deportation orders	176	EIC 56
detention centres	176	EIC 57
entrepreneurs/assisted relatives/refugees/investors	175	EIC 46
examinations	175	EIC 46





Subject	Page	Program
Family Class Program	175	EIC 47
financial assistance/ adjustment	176	EIC 52
free-trade business travel	176	EIC 60
health assessment of immigrants	198	HWC 17
Host Program for immigration settlement	176	EIC 53
inquiries (hearings)	176	EIC 55
language training for immigrants	176	EIC 59
medical services	198	HWC 17
passports	285	PO 1
policy co-ordination	161	EAITC 13
refugees	175	EIC 48
research	207	IRB 2
selection criteria	175	EIC 46
settlement of immigrants	176	EIC 51
social services/research	199	HCW 27
sponsorship of relatives	175	EIC 47
statistics	176	EIC 58
	255	SC 7
transportation loans	176	EIC 50
visa applications	175	EIC 46
women/support groups	223	MCC 11
Immigration Detention Centres	176	EIC 57
immunization for travellers	197	HWC 15
immunology research	235	NRC 12
imports ( <i>see also</i> exports)		
aircraft	266	TC 7
animal inspection and testing	129	AGR 4
anti-dumping/investigations and enforcements	248	RCCE 1
bonded carriers/control	248	RCCE 2
controls	162	EAITC 21
countervailing duty	248	RCCE 1
cultural property	151	COM 11
currency rates of exchange	248	RCCE 12
customs duty	248	RCCE 5
data bank	160	EAITC 8
drugs/inspection	196	HWC 2
duty/reappraisal	248	RCCE 6
duty-free/vehicles, parts and accessories	214	ISTC 47
exotic plants and animals	167	EC 12
explosives	187	EMR 97
food/agricultural products	129	AGR 5
food/inspection	196	HWC 2
GATT inquiry point in Canada	265	STCC 1
grains and oilseeds	130	AGR 12
importer numbers	249	RCCE 13
licences/natural gas	230	NEB 3
meat and meat products inspection	129	AGR 6
medical devices/inspection	196	HWC 2
motor vehicles	272	TC 68
	272	TC 74
motor vehicles/duty remission	214	ISTC 46
nuclear materials/licences	128	AECB 1
plant and plant product inspection and testing	129	AGR 4
prohibited goods	249	RCCE 14
protection for Canadian producers	145	CITT 1

Subject	Page	Program
release of	249	RCCE 15
security deposits	249	RCCE 15
statistics	256	SC 20
surtax	249	RCCE 16
tariff relief	248	RCCE 8
temporary entry into Canada	249	RCCE 15
value for duty	249	RCCE 16
Incentive Rebate Program		
sales of surplus/government departments	262	SSC 14
incentives		
energy products	178	EMR 11
forest industries	214	ISTC 50
petroleum products	178	EMR 11
income		
Labour Force Survey	256	SC 26
statistics	255	SC 7
	256	SC 25
Income Supplement for Older Workers (ISPOW)	220	LAB 13
income support programs		
Canada Assistance Plan	199	HWC 26
Canada Pension Plan	200	HWC 38
Guaranteed Income Supplement (GIS)	200	HWC 40
old age pension	200	HWC 39
spouse's allowance	200	HWC 41
statistics	255	SC 16
unemployment insurance	175	EIC 36
unemployment insurance/training	175	EIC 38
veterans	276	VAC 2
work-sharing benefits	175	EIC 37
income tax ( <i>see also</i> excise tax; taxation)		
advance rulings	252	RCT 6
	253	RCT 20
appeals	123	FCTC 1
	124	TCC 1
appeals and objections	253	RCT 23
automated appeals system	254	RCT 32
automated telephone inquiry	254	RCT 26
Canada Pension Plan		
contributions	252	RCT 9
closed-captioned television	252	RCT 7
collection of arrears	252	RCT 5
credits for political donations	177	ELC 1
deductions/charitable organizations	252	RCT 13
deductions/film investment	150	COM 5
direct deposit of refunds	254	RCT 34
electronic filing	254	RCT 30
energy conservation equipment	180	EMR 31
evasion	253	RCT 22
filing/media information	252	RCT 7
filing assistance	253	RCT 17
filing assistance/disabled people	253	RCT 16
filing assistance/native peoples	253	RCT 18
foreign language information	252	RCT 7
incentive program/energy conservation	180	EMR 31



Subject	Page	Program
income tax ( <i>continued</i> )		
incentives/cultural property	151	COM 11
information for small business	252	RCT 11
inquiry service	253	RCT 14
	254	RCT 26
instalment payments	252	RCT 3
interpretation bulletins	252	RCT 6
learning materials	253	RCT 19
non-residents	252	RCT 4
personalized forms	251	RCT 1
publications	252	RCT 6
	253	RCT 19
resource packages	252	RCT 7
retirement and pensions	252	RCT 12
returns	251	RCT 1
returns/audits	253	RCT 21
seasonal tax offices (clinics)	253	RCT 15
seminars for small business	252	RCT 10
source deductions	252	RCT 2
voluntary disclosure	253	RCT 22
withholding tax	252	RCT 4
Income Tax Act	124	TCC 1
incorporation of businesses, federal	138	CCAC 9
Indian <i>see</i> native peoples		
Indian Act	204	INAC 19
band elections	204	INAC 22
band membership control	204	INAC 20
Bill C-31	204	INAC 28
by-laws/bands	203	INAC 17
certificates/Indian status	203	INAC 18
Indian Band Election Regulations	204	INAC 22
Indian Economic Development Fund	205	INAC 34
Indian Oil and Gas Canada	205	INAC 31
Indian reserves <i>see</i> land, Indian; native peoples		
Indian Studies Support Program	202	INAC 5
Indian Taxation Advisory Board	205	INAC 32
Indian Test Case Funding Program	204	INAC 27
Industrial Adjustment Service	173	EIC 22
Industrial and Professional Development Fund	274	TFC 1
Industrial Co-operation Program	144	CIDA 6
industrial design		
climate data	166	EC 6
registration	138	CCAC 12
space/technological instruments	156	CSPA 1
industrial development		
information services	206	INV 1
Industrial Materials Institute	236	NRC 14
industrial production index	256	SC 23
industrial productivity		
applied research	235	NRC 5
industrial property proceedings		
court hearings	123	FCTC 1
industrial relations		
adjudication	145	CLRB 1
industrial research ( <i>see also</i> research and development)		
development/funding	238	NSERC 1
Industrial Research Assistance Program (IRAP)	236	NRC 19

Subject	Page	Program
industrial security		
contractors	262	SSC 13
industry ( <i>see also</i> business and small business)		
advice on capital projects	211	ISTC 27
advisory board on science and technology	209	ISTC 10
application of space technologies	157	CSPA 5
atmospheric environmental research	167	EC 11
business service centres	211	ISTC 24
communications and information technology, transfer	153	COM 39
communications technologies	153	COM 38
co-operation with developing countries	144	CIDA 6
employment statistics	256	SC 26
energy conservation	180	EMR 29
environmental industries, opportunities	211	ISTC 29
environmental protection measures	169	EC 34
financial statistics	256	SC 30
forestry sector/research	195	FORC 4
funding/automotive parts companies	213	ISTC 45
funding for integrated research	210	ISTC 19
health and safety information	141	CCOHS 1
health research, university collaboration	224	MRC 3
health standards/compliance	196	HWC 2
information technologies workshops	210	ISTC 16
input-output statistics	256	SC 23
international agreements	209	ISTC 7
international development	143	CIDA 3
	164	EAITC 38
joint government-industry initiatives	211	ISTC 30
licensing of government intellectual properties	237	NRC 21
marketing information	211	ISTC 27
materials manufacturing research	236	NRC 14
materials processing, in space	156	CSPA 1
	157	CSPA 6
museum	233	NMST 1
occupational aptitude tests	172	EIC 4
research and development/financial assistance	236	NRC 19
space-based manufacturing	157	CSPA 6
structure and performance	213	ISTC 40
support in Northern Ontario	215	ISTC 58
visits program, new technologies	212	ISTC 32
weather/environmental disasters	166	EC 3
wood products/market development	214	ISTC 48
wood products/overseas market development	214	ISTC 49



Subject	Page	Program
Industry Development Office	236	NRC 19
Industry Energy Research and Development Program (IERD)	180	EMR 28
InfoExport	160	EAITC 7
services for business	213	ISTC 41
information access <i>see</i> access to federal information		
Information Act	266	TB 3
information processing		
employment, for offenders	284	CORC 1
information systems		
grants	238	NSERC 1
information technologies		
export, research and development	210	ISTC 21
information workshops	210	ISTC 16
library application	232	NLC 14
museums	284	CHIN 2
infra-red spectroscopy		
biodiagnostics	235	NRC 6
injury and illness benefits		
unemployment insurance	175	EIC 41
inmates <i>see</i> offenders; penitentiaries		
Innovations Program		
labour market	174	EIC 31
Innovators in the Schools network		
visits by scientists, engineers, technicians	209	ISTC 15
insecticides		
technical information	129	AGR 7
inspections ( <i>see also</i> certification; licensing)		
animals and animal products/imports	129	AGR 4
consumer products	137	CCAC 2
consumer products, safety	138	CCAC 4
dairy products	129	AGR 9
electronic navigational aids	267	TC 12
fishing vessels	269	TC 38
fresh fruit and vegetables	130	AGR 11
health/manufacturing and import operations	196	HWC 2
plants, plant products, seeds	129	AGR 4
processed fruit, vegetables, honey and maple	130	AGR 10
railways	271	TC 65
ship cargoes	269	TC 34
ship electronic systems	270	TC 47
ship hulls	269	TC 37
ship machinery	269	TC 36
survival and life-saving equipment/vessels	270	TC 48
transportation of dangerous goods	271	TC 61
weighing and measuring devices	137	CCAC 3
Inspector General, Office of the	257	SGC 3
<i>Instalment Guide for Farmers</i>	252	RCT 3
<i>Instalment Guide for Fishermen</i>	252	RCT 3
Institute for Aerospace Research	236	NRC 16
Institute for Biodiagnostics	235	NRC 6
Institute for Environmental Chemistry	234	NRC 1

Subject	Page	Program
Institute for Information Technology	235	NRC 7
Institute for Marine Bioscience	236	NRC 17
Institute for Marine Dynamics	236	NRC 15
Institute for Mechanical Engineering	235	NRC 8
Institute for Microstructural Sciences	234	NRC 2
Institute for National Measurement Standards	235	NRC 3
Institute for Research in Construction	236	NRC 13
instrument landing systems (ILS)		
aircraft	267	TC 12
insurance		
bank deposits	141	CDIC 1
Canadian Forces	229	ND 14
companies/supervision	240	OSFI 1
export	171	EDC 1
fishing vessel	189	F&O 7
foreign investment	171	EDC 1
health care plans	197	HWC 10
mortgage	147	CMHC 5
performance-related export	171	EDC 1
public service	261	SSC 4
travelling exhibitions	151	COM 12
Inter-Agency Committee on Geomatics (IACG)	183	EMR 61
Interchange Canada	243	PSC 6
interest rate information	135	BC 6
Interfirm Comparisons Program	211	ISTC 31
intergovernmental conferences	143	CICS 1
Interim Financing Fund	274	TFC 1
international agreements		
industrial co-operation	209	ISTC 7
International Boundary Commission	183	EMR 58
international broadcast services	136	CBC 3
International Centre for Sustainable Development	169	EC 26
International Civil Aviation Organization (ICAO)	267	TC 16
International Conference on Population and Development, 1994	161	EAITC 12
international development		
agriculture	132	AGR 32
employment possibilities	144	CIDA 10
food aid	144	CIDA 7
government-to-government assistance	143	CIDA 2
industry co-operation	144	CIDA 6
institutional co-operation	144	CIDA 5
investment	164	EAITC 38
legislative drafting/studies	218	JUST 13
multilateral aid	144	CIDA 8
non-government organizations	143	CIDA 4
private-sector involvement	143	CIDA 3
research awards, facilities	201	IDRC 1
telecommunications	153	COM 41
Third World countries	143	CIDA 1
trade/Western region	277	WD 1
youth involvement/funding	144	CIDA 12



Subject	Page	Program
International Electrotechnical Commission, standards, publication and sales	265	STCC 1
international exchange	160	EAITC 6
health researchers	224	MRC 2
International Fund for Agricultural Development	144	CIDA 8
International Marketing Initiative (IMI)	277	WD 3
International Microgravity Laboratory Mission (IML-1)	156	CSPA 3
International Organization for Standardization standards, publication and sales	265	STCC 1
international organizations Canadian involvement	161	EAITC 16
international programs careers	243	PSC 7
international relations circumpolar regions	206	INAC 47
disabled persons	258	SS 2
games and sports	191	FAS 3
housing issues	147	CMHC 18
information and documentation	159	EAITC 2
sports events	160	EAITC 5
international research and advanced studies awards and scholarships	238	NSERC 2
International Space Station Project	156	CSPA 4
International Standard Book Number (ISBN) assigned to all books	233	NLC 16
federal publications	283	CCG 17
International Standard Serial Number (ISSN) all serial publications	233	NLC 16
International System of Units	139	CCAC 16
International Telecommunication Union assistance to developing countries	153	COM 41
World Administrative Radio Conferences	152	COM 31
international trade <i>see</i> trade		
International Trade Centres	162	EAITC 26
	162	EAITC 27
	163	EAITC 28
	213	ISTC 41
	160	EAITC 8
International Trade Data Bank interpretation services for federal government	260	SS 19
sign language, federal government	260	SS 19
Inuit <i>see</i> native peoples		
Inuit Development Corporation	268	TC 26
Inuit Economic Development Programs	205	INAC 34

Subject	Page	Program
Inuktitut broadcasting in northern Canada	136	CBC 4
promotion/written and in media	202	INAC 3
inventions, granting of patents	139	CCAC 13
<i>Investing in Canada</i> investment	207	INV 3
advice	207	INV 7
Asia – Pacific region	162	EAITC 24
banking/business	192	FBDB 2
foreign/insurance	171	EDC 1
government	142	CDVIC 1
high-tech companies	207	INV 2
information	206	INV 1
	207	INV 3
	207	INV 6
monitoring	207	INV 4
policies	207	INV 5
promotion of foreign	163	EAITC 34
public and private/statistics	256	SC 31
research	207	INV 5
statistics	256	SC 30
Investment Canada Act investment companies	207	INV 7
federal/incorporation	138	CCAC 9
supervision	240	OSFI 1
Investment Development Program	163	EAITC 34
Ionospheric Data Gathering and Data Reduction Centre	152	COM 33
ionospheric telecommunications service	152	COM 33
IRAP (Industrial Research Assistance Program)	236	NRC 19
Iraq property claims against	162	EAITC 20
ISBN federal publications	283	CCG 17
identification number for books	233	NLC 16
Island Telephone Company regulation of	154	CRTC 1
ISO Information Network (ISONET)	265	STCC 1
ISPOW (Income Supplement for Older Workers)	220	LAB 13
ISSN identification number for serial publications	233	NLC 16

---

**J**


---

Jacob M Lowy Collection rare books	231	NLC 3
Japan Science and Technology Fund	162	EAITC 24
	209	ISTC 8
Japan Society for the Promotion of Science Fellowships	238	NSERC 4
Japanese Canadian Redress Secretariat	223	MCC 6





Subject	Page	Program
Japanese Science and Technology		
Agency Fellowships	238	NSERC 4
jazz performances	226	NAC 3
JEPP (Joint Emergency Preparedness Program)	188	EPC 5
Job Accommodation Network (JAN)	175	EIC 35
job bank		
computerized national inventory	172	EIC 1
job creation		
innovations program/assistance	174	EIC 31
Job Development Program	174	EIC 30
Job Development Program	174	EIC 30
Job Finding Club	172	EIC 3
Job Opportunities	173	EIC 21
job placement		
Canada Employment Centres	173	EIC 18
job search		
techniques	172	EIC 2
jobs <i>see</i> employment		
Job-Site Innovator Award	146	CMHC 3
John G Bene Fellowship in Social Forestry	201	IDRC 1
John L Manion lecture	140	CCMD 1
Joint Assistance Program	176	EIC 54
Joint Emergency Preparedness Program (JEPP)	188	EPC 5
journalism internship	201	IDRC 1
Judaica, rare book collection	231	NLC 3
Judge Advocate General counsel	123	CMAC 1
judges		
complaints against	123	CJC 1
continuing education	123	CJC 1
language training	194	FJA 1
pensions	261	SSC 4
salaries	194	FJA 1
Jules and Gabrielle Léger Fellowship	264	SSHRC 3
justice		
quasi-judicial appointments	203	INAC 16
statistics	255	SC 12
support for bilingualism	260	SS 14
justice, criminal		
documentation centre	257	SGC 1
information	257	SGC 2
justice, criminal and civil		
court of appeal	124	SUPC 1
juvenile offenders <i>see</i> offenders		

## K

KIDSCARE		
child safety	138	CCAC 7
Killam prizes and fellowships	137	CC 3
kinesiology		
research grants	238	NSERC 3
Korean War		
merchant navy	271	TC 56

Subject	Page	Program
<b>L</b>		
labelling		
CA identification numbers	138	CCAC 6
consumer protection	137	CCAC 2
environmentally friendly products	171	EC 47
fish products	190	F&O 15
hazardous products	139	CCAC 19
laboratories		
aerospace research	236	NRC 16
analysis, environmentally hazardous materials	169	EC 31
Carbohydrate Laboratory	235	NRC 5
David Florida Laboratory	157	CSPA 9
disease surveillance	196	HWC 4
forensic services	250	RCMP 6
Institute for Environmental Chemistry	234	NRC 1
Institute for Marine Bioscience	236	NRC 17
mechanical engineering	235	NRC 8
Medical Biosciences Laboratory	235	NRC 5
Protein Laboratory	235	NRC 5
Laboratory Centre for Disease Control	196	HWC 4
labour		
arbitration/grievances	219	LAB 1
assignment of temporary staff	220	LAB 9
conditions/data	221	LAB 15
conditions/research funding	219	LAB 2
disputes/mediation and conciliation	219	LAB 1
education	220	LAB 8
equal pay for work of equal value	219	LAB 3
issues/funding	220	LAB 9
library	221	LAB 17
pay and benefits recovery	220	LAB 6
practices	145	CLRB 1
production statistics	256	SC 23
relations, regulation of practices	145	CLRB 1
safety and health standards	219	LAB 2
workers' compensation/federal employees	220	LAB 7
labour force	145	CLRB 1
innovations		
program/assistance	174	EIC 31
seminars	173	EIC 19
statistics	255	SC 7
	256	SC 26
	256	SC 26
Labour Force Survey		
labour unions <i>see</i> unions		
Lachine Canal	170	EC 39
Lake Ontario		
water level regulation	269	TC 31
lamprey, sea, control	189	F&O 8

Subject	Page	Program
land, federal ( <i>see also</i> Canada Lands; Crown land)		
civilian use of military	229	ND 6
environmental assessment		
of projects	193	FEARO 1
granting rights	183	EMR 62
railway	149	CN 3
real estate services	247	PWC 12
registry of Crown lands	203	INAC 11
surveys	183	EMR 62
land, Indian ( <i>see also</i> Crown land; native peoples)		
administration of reserves	203	INAC 16
building assistance	202	INAC 8
by-laws/reserves	203	INAC 17
claims, North American Air Defence Modernization Project	206	INAC 43
claims, research funding	203	INAC 15
comprehensive claims	203	INAC 13
construction/buildings and infrastructure	202	INAC 8
contract claims and disputes	203	INAC 9
entitlement	203	INAC 11
environmental protection	203	INAC 10
land surveys, records of	184	EMR 64
management	203	INAC 11
off-reserve resource access	204	INAC 30
on-reserve resource		
development/management	204	INAC 30
register	203	INAC 11
specific claims settlement	203	INAC 14
surveys	183	EMR 63
Land Border Duty-free Shop Program	248	RCCE 10
land management ( <i>see also</i> property management)		
housing project advice	148	CMHC 22
Yukon and Northwest Territories	205	INAC 37
Land Management Assistance Program	132	AGR 33
land resources		
analysis and research	168	EC 25
data collection/remote sensing	185	EMR 77
land surveyors		
examination of candidates	187	EMR 98
land surveys		
federal	183	EMR 63
Indian reserves	183	EMR 63
Indian reserves/records	184	EMR 64
markers	183	EMR 59
national parks	183	EMR 63
territorial and offshore lands	184	EMR 64
land use		
data systems	168	EC 24
geological data	184	EMR 65
maps and publications	168	EC 24
planning/geological surveys	184	EMR 65
planning/Yukon and NWT	205	INAC 37
statistics	254	SC 2
Landsat imagery	182	EMR 54
landslides research	184	EMR 65

Subject	Page	Program
language ( <i>see also</i> official languages)		
aboriginal, broadcasting	136	CBC 4
	136	CBC 5
	259	SS 5
	259	SS 7
aboriginal, preservation	259	SS 5
	259	SS 8
Asian	162	EAITC 24
foreign, library materials	232	NLC 6
foreign, tax information	252	RCT 7
foreign, training	160	EAITC 10
Inuktitut	202	INAC 3
learning, heritage cultures	223	MCC 10
promotion of official	260	SS 14
public service/training	244	PSC 15
statistics	255	SC 7
statistics on school enrolments	255	SC 13
Language Acquisition Development Program (LAD)	260	SS 18
language training		
immigrants	176	EIC 59
Japanese for Canadian researchers	209	ISTC 8
Language Training Canada (LTC)	244	PSC 15
languages, official <i>see</i> official languages		
lasers		
research	234	NRC 2
research, X-ray	235	NRC 4
Laurentian Pilotage Authority	270	TC 55
law		
civil and common	124	SUPC 1
consultations and		
research/funding	217	JUST 1
education/native peoples	218	JUST 10
fellowships	264	SSHRC 3
human rights	217	JUST 5
issues and proceedings	123	FCTC 1
legal aid research	217	JUST 7
legislative drafting/fellowships	218	JUST 13
recruitment/articling students	218	JUST 14
reform/funding	217	JUST 3
student exchange	218	JUST 12
students/job experience	218	JUST 14
students/summer		
employment	218	JUST 14
test cases/Bill C-31	204	INAC 28
test cases/native peoples	204	INAC 27
law enforcement ( <i>see also</i> police)		
police training	250	RCMP 5
research	235	NRC 9
statistics	255	SC 12
laws and acts <i>see</i> legislation		
lawyers		
exchange programs	218	JUST 12
layoffs, permanent		
assistance	220	LAB 12
legal aid		
economically disadvantaged		
offenders	217	JUST 6
funds for research	217	JUST 7





Subject	Page	Program
GST rebate program for societies	249	RCCE 23
investment	207	INV 7
Native Courtworkers Program	218	JUST 10
native peoples	204	INAC 27
native peoples/Bill C-31	204	INAC 28
statistics	255	SC 12
	255	SC 16
legal assistance		
income tax	253	RCT 20
Legal Deposit Office/National Library	232	NLC 4
legal education organizations		
funding	217	JUST 2
legal proceedings		
Registry	123	FCTC 1
legal research		
funding	217	JUST 1
	217	JUST 2
legal services		
veterans	276	VAC 4
Legal Studies for Aboriginal People Program	218	JUST 10
legislation		
daily record	120	LP 1
labour/trends	221	LAB 15
publication of laws and acts	283	CCG 16
revision and consolidation of statutes	218	JUST 15
role of Governor General	119	GG 1
study and approval	120	SEN 1
legislative drafting		
fellowships	218	JUST 13
libraries ( <i>see also</i> archives)		
Canadian Conspectus data base	232	NLC 9
Canadian Theses Service	233	NLC 17
cataloguing	232	NLC 15
cataloguing services	231	NLC 2
children's collection	232	NLC 11
CISTI	236	NRC 18
collections, data base on	232	NLC 9
depository	282	CCG 13
DOBIS Search Service	232	NLC 9
electronic network	232	NLC 14
federal/book exchange	232	NLC 10
foreign language materials	232	NLC 6
holdings/list	231	NLC 1
intergovernmental		
conference documentation	143	CICS 1
labour	221	LAB 17
loans, interlibrary	232	NLC 13
MARC records distribution		
service	233	NLC 19
music collection	232	NLC 12
parliamentary	120	LP 1
Preservation Collection of Canada	233	NLC 20
public lending rights	137	CC 2
reference and		
documentation services	232	NLC 8
work-related information for librarians	232	NLC 8

Subject	Page	Program
library services		
agriculture and food sciences	134	AGR 44
criminal justice	257	SGC 2
Energy, Mines and Resources	185	EMR 76
tourism research and analysis	212	ISTC 36
licensing ( <i>see also</i> certification)		
agricultural products/food	129	AGR 5
air/rail/water carriers, domestic/international	239	NTA 6
aircraft	266	TC 7
availability of technologies	211	ISTC 28
aviation personnel	266	TC 1
biological agents	129	AGR 4
customs brokers	248	RCCE 2
dangerous drugs	196	HWC 6
export/oil, natural gas, electric power	230	NEB 3
fisheries	189	F&O 1
fishermen, appeals	190	F&O 17
fishermen, commercial	190	F&O 16
grain dealers and elevator operators	283	CGC 1
hovercraft	268	TC 28
intellectual properties	237	NRC 21
nuclear facilities and materials	128	AECB 1
patents	139	CCAC 13
radio equipment	152	COM 28
radio stations and equipment	152	COM 24
small boats	249	RCCE 19
	269	TC 35
trustees-in-bankruptcy	138	CCAC 11
veterinary products	129	AGR 4
life-jacket regulations		
small vessels	269	TC 41
liquor import regulations	248	RCCE 5
literacy		
funding for teaching	175	EIC 34
national secretariat	223	MCC 7
senior citizens	199	HWC 28
Literacy Corps Program	175	EIC 34
literary awards	137	CC 3
literary works		
copyright	138	CCAC 12
livestock ( <i>see also</i> agriculture)		
breeding/pedigree	133	AGR 40
disease protection	129	AGR 4
electronic marketing-information	133	AGR 43
feed	221	LFB 1
feed freight assistance	222	LFB 2
genetic improvement	133	AGR 37
price support	131	AGR 20
showcase herds	132	AGR 27
statistics	254	SC 2
<i>Livres d'ici</i>	232	NLC 15
loan companies <i>see</i> financial institutions		



Subject	Page	Program
loans ( <i>see also</i> assistance, financial; funding; grants)		
business	192	FBDB 1
Canadian exporters	171	EDC 1
farm improvement and produce marketing	131	AGR 24
farmers	193	FCC 1
farmers/farm syndicates	193	FCC 2
food production research	144	CIDA 8
guarantees for export financing	171	EDC 1
housing for native and rural people	147	CMHC 7
Indian Economic Development Fund	205	INAC 34
insurance/financing, Atlantic region	127	ACOA 1
Inuit Economic Development Programs	205	INAC 34
refugees and immigrants/medical examinations	176	EIC 49
refugees and immigrants/transportation	176	EIC 50
small business	212	ISTC 35
students	260	SS 13
Western region/business development	277	WD 2
Lobbyists Registration Act	139	CCAC 17
lockouts		
adjudication	145	CLRB 1
data	221	LAB 15
locks		
construction, maintenance, operation	246	PWC 6
historic canals	170	EC 39
navigational services	258	SLSA 1
logging industry <i>see</i> forestry and forest products		
long-range transport of air pollutants (LRTAP) research	167	EC 11
longshore workers		
labour relations	145	CLRB 1
Lowy Collection		
rare books	231	NLC 3
LRC trains ( <i>see also</i> railways)	276	VIA 1

## M

machine-readable catalogue (MARC) subscription service	233	NLC 19
machinery and equipment		
statistics	256	SC 30
Mackenzie King Estate	227	NCC 3
	227	NCC 5
magazines, prohibited import	249	RCCE 14
magnetic charts	184	EMR 71
magnetic resonance imaging (MRI)		
biodiagnostics	235	NRC 6
magnetic storms/research	184	EMR 71
mail <i>see</i> postal services		

Subject	Page	Program
management services		
consulting	281	CAC 2
development/public service	140	CCMD 1
federal government audit	239	OAG 1
public sector	281	CAC 2
	281	CAC 3
trainee program	244	PSC 17
training	192	FBDB 5
management studies		
fellowships	264	SSHRC 3
<i>Manual of Special Aviation Events</i>	267	TC 9
manufacturing		
assistance for Northern Ontario	215	ISTC 58
automotive industry	213	ISTC 45
computer companies	210	ISTC 22
consulting services	213	ISTC 42
dangerous goods/inspection	271	TC 61
employment for offenders	284	CORC 1
environmental statistics	257	SC 34
improved productivity/advice and funding	208	ISTC 5
industrial design/registration	138	CCAC 12
industrial materials	236	NRC 14
joint industry-government initiatives	211	ISTC 30
market intelligence reports	212	ISTC 33
MERIT partners	210	ISTC 21
opportunities information	211	ISTC 25
prison labour goods/prohibited import	249	RCCE 14
radio equipment testing	152	COM 27
space-based, space station		
<i>Freedom</i>	157	CSPA 6
standards	265	STCC 1
standards writing and certification	283	CGSB 1
statistics	256	SC 29
trademarks	139	CCAC 14
visits program, new technologies	212	ISTC 32
Manufacturing Assessment Service (MAS)	213	ISTC 42
Manufacturing Visits Program	212	ISTC 32
manuscripts		
historical/reference collections	225	NA 2
National Library	232	NLC 5
rare	231	NLC 3
maple leaf coin	250	RCM 3
maple syrup		
market development	133	AGR 42
maps and charts		
aeronautical	182	EMR 46
	182	EMR 50
	182	EMR 51
	182	EMR 53
	267	TC 8
authorization to use	182	EMR 49
constituency	182	EMR 47
continental shelf	184	EMR 66
copyrights	182	EMR 49
data/bedrock	184	EMR 65
demographic	255	SC 8



Subject	Page	Program
digital publishing systems	183	EMR 55
election results	182	EMR 47
electoral boundaries	177	ELC 1
geodetic surveys/mapping	183	EMR 59
geographical	182	EMR 43
	182	EMR 44
	182	EMR 45
	182	EMR 46
	182	EMR 48
	182	EMR 49
	182	EMR 51
	255	SC 8
geological, sales	182	EMR 52
ice conditions	167	EC 9
ice data	167	EC 10
international	182	EMR 45
land use	168	EC 24
library collection	185	EMR 76
magnetic charts	184	EMR 71
mail orders	182	EMR 50
mineral exploration	184	EMR 67
national atlas	182	EMR 44
National Map Collection	225	NA 2
nautical	189	F&O 2
	189	F&O 5
	269	TC 32
	270	TC 44
navigation	189	F&O 5
population distribution	177	ELC 1
regional gravity maps	184	EMR 71
topographical	182	EMR 46
	182	EMR 48
	182	EMR 49
	182	EMR 50
	182	EMR 51
	183	EMR 60
MARC (machine-readable catalogue)		
subscription service	233	NLC 19
marine (see also ships/shipping; transportation)		
accident investigation	269	TC 43
accident investigation	275	TSB 1
aquaculture	190	F&O 20
biotechnology research	236	NRC 17
cargo/standards	269	TC 34
climate information	166	EC 6
emergencies	270	TC 52
emergency duty certificates	268	TC 30
energy efficiency	180	EMR 32
environmental data services	190	F&O 22
fishing vessel insurance	189	F&O 7
geosciences	184	EMR 71
ice conditions	167	EC 9
master specification system	247	PWC 17
mortgages	269	TC 35
navigation aids	269	TC 32
pollution claims fund	270	TC 53
pollution regulations	269	TC 40
products/international marketing	164	EAITC 39
research, geological hazards	184	EMR 65

Subject	Page	Program
research, ship performance testing	236	NRC 15
scientific and technical publications	189	F&O 4
search and rescue	238	NSS 1
	270	TC 46
	269	TC 42
traffic services		
transportation/maintenance of facilities	246	PWC 6
transportation of dangerous goods	271	TC 61
transportation regulations	270	TC 50
transportation statistics	256	SC 32
water carriers/licensing	239	NTA 6
weather services	166	EC 1
Marine Emergency Duties Certificates	268	TC 30
mariners		
certification	268	TC 29
emergency duties	268	TC 30
health and safety	271	TC 59
record of sea service	271	TC 56
safety notices	270	TC 44
workers' compensation	220	LAB 7
Marion V Royce Memorial Grants Program	220	LAB 10
Maritime Telegraph and Telephone Company, regulation of	154	CRTC 1
Market Access Program (MAP)	216	ISTC 64
Market Analysis Centre		
housing	148	CMHC 20
market forecasts		
information services	206	INV 1
marketing		
advice to industry	211	ISTC 27
agencies, farm products	231	NFPMC 1
agri-food products	132	AGR 28
	132	AGR 29
	132	AGR 30
boards and agencies	128	AECL 3
CANDU reactors		
communications industry, international	153	COM 37
counselling for small business	192	FBDB 4
deceptive practices	138	CCAC 5
development and support	133	AGR 36
electronic information service	133	AGR 43
export development assistance	212	ISTC 34
farm produce, loan guarantees	131	AGR 24
film and video	230	NFB 1
financial help/businesses in Northern Ontario	216	ISTC 60
forestry sector	195	FORC 4
freshwater fish products	194	FFMC 1
grains and oilseeds	130	AGR 12
	144	CIGI 1
	158	CWB 1
information for business and industry	211	ISTC 25
international	162	EAITC 27
international, advanced technologies	164	EAITC 38



Subject	Page	Program
marketing ( <i>continued</i> )		
international, Western businesses	277	WD 3
manufacturing reports	212	ISTC 33
maple products	133	AGR 42
misleading advertising	138	CCAC 5
publications, federal	282	CCG 12
research/financial assistance	127	ACOA 1
restriction, appeals	158	CT 1
seafood processors/market development	215	ISTC 57
secondary industries/ international strategies	163	EAITC 32
tourism/Northern Ontario	216	ISTC 63
wood products industry	214	ISTC 48
wood products overseas	214	ISTC 49
marriage		
authentication of certificates for use abroad	161	EAITC 18
statistics	255	SC 10
master specification system		
building construction	247	PWC 17
Master's Scholarships in Science Policy	264	SSHRC 3
maternity benefits		
leave	219	LAB 2
medical screening of claimants	198	HWC 25
unemployment insurance	175	EIC 41
mathematics, research grants	238	NSERC 3
McLuhan Teleglobe Canada Award	137	CC 3
measurements, metric and imperial	139	CCAC 16
Measures for Energy Conservation in New Buildings	236	NRC 13
measuring devices		
inspection	137	CCAC 3
meat <i>see</i> food and food products		
mechanical engineering	235	NRC 8
mechanics, applied		
research and development	235	NRC 8
medals		
military decorations	119	GG 1
	229	ND 5
military decorations, lost	275	VAC 1
minting of	249	RCM 2
media		
foreign journalists' visits	159	EAITC 3
relations, Prime Minister	241	PMO 1
statistics	255	SC 18
mediation/labour disputes	219	LAB 1
medical aids and devices ( <i>see also</i> health and safety)		
clinical assessment and research	196	HWC 3
export/global marketing	163	EAITC 32
importers and manufacturers/inspection	196	HWC 2
joint industry-government initiatives	211	ISTC 30
radio isotopes/research	128	AECL 4
safety information	197	HWC 7
Medical Biosciences Laboratory	235	NRC 5

Subject	Page	Program
medical research		
grants	224	MRC 1
training	224	MRC 2
university-industry programs	224	MRC 3
medical supplies		
native peoples/benefits	198	HWC 22
stockpile	198	HWC 16
medicine <i>see</i> health and safety		
Meech Lake conference facilities	247	PWC 16
members of Parliament	119	HC 1
library services	120	LP 1
mental health		
consulting services	197	HWC 8
statistics	255	SC 15
Mer Bleue		
National Capital Region	227	NCC 2
merchant navy <i>see</i> mariners		
mergers	138	CCAC 10
anti-competitive	158	CT 1
transportation companies	239	NTA 3
MERIT Partnership Program		
computer companies	210	ISTC 22
industrial development	210	ISTC 21
metals		
applied research	185	EMR 81
fatigue and fracture	186	EMR 83
meteorology		
research	167	EC 11
weather information	166	EC 4
meteors/observatory	235	NRC 10
meters, inspection of	137	CCAC 3
Métis <i>see</i> native peoples		
metric information	139	CCAC 16
metrology research	235	NRC 3
Mexican farm workers/seasonal Mexico	173	EIC 17
free trade negotiations	162	EAITC 23
museum co-operation	150	COM 7
microbiology		
research and development	235	NRC 5
microelectronics		
joint industry-government initiatives	211	ISTC 30
technology research	209	ISTC 9
Microelectronics and Systems Development Program	209	ISTC 9
microfilming services		
employment for offenders	284	CORC 1
microwave		
navigation systems, radio frequency channelling	152	COM 23
telecommunications	135	CBC 1
migration statistics	255	SC 7
migratory bird sanctuaries	167	EC 13
military <i>see</i> Canadian Forces		
military history		
exhibitions and re-enactments	158	CWM 1
milk products <i>see</i> dairy products;		
food and food products		
<i>Minding Your Own Business</i>	192	FBDB 6
Mineral Outlook Conference	186	EMR 88





Subject	Page	Program
minerals		
applied research	185	EMR 81
collections for sale	184	EMR 70
commodities/information	186	EMR 86
consultative service	187	EMR 91
exploration and development	187	EMR 92
formation of deposits	184	EMR 65
geophysical surveys	184	EMR 67
identification	184	EMR 68
industry, conference	186	EMR 88
inventory/consultative service	186	EMR 87
land surveys	183	EMR 63
producers	186	EMR 86
publications	186	EMR 90
radiocarbon dating of rocks	184	EMR 69
research on rock formations	184	EMR 65
research, rocks	184	EMR 71
reserve appraisal/coal	178	EMR 5
resources, identification and estimates	178	EMR 6
resources, reserves	186	EMR 87
resources on Indian lands	204	INAC 30
rock and mineral sets, sale	184	EMR 70
science museum	148	CMN 1
statistics/consultative service	186	EMR 89
surveys and research	184	EMR 65
technology applications	187	EMR 94
trade development	164	EAITC 37
Yukon and Northwest Territories resources	205	INAC 39
mining		
coal	136	CBDC 1
consultative service/minerals	187	EMR 91
environmental conditions	187	EMR 96
exploration	187	EMR 92
exploration and development/railway lands	149	CN 3
health and safety conditions	187	EMR 96
statistics	255	SC 4
technology/information	187	EMR 95
uranium/labour relations	145	CLRB 1
Yukon and Northwest Territories	205	INAC 39
ministers		
conflict of interest	138	CCAC 8
swearing in	119	GG 1
minority language groups see multiculturalism		
MINPROC	187	EMR 94
mint		
circulating coins and blanks	250	RCM 4
collectors' and numismatic coins	249	RCM 1
gold refining	249	RCM 1
maple leaf coin	250	RCM 3
medals/tokens/trade dollars/plaques/badges	249	RCM 2
tours	250	RCM 5
MINTEC		
mining technology data base	187	EMR 95
Mirabel	145	CLC 1
<i>Misleading Advertising Bulletin</i>	138	CCAC 5
Missing Children's Registry	250	RCMP 8

Subject	Page	Program
mobile offshore drilling units (MODUs)	269	TC 39
mobile radio ( <i>see also</i> communications; telecommunications)		
frequency channelling	152	COM 23
licensing	152	COM 24
Mobile Servicing System		
space robotics	156	CSPA 4
testing	157	CSPA 5
testing	157	CSPA 9
molecular spectroscopy		
research	235	NRC 4
Molson prizes for arts, humanities and social sciences	137	CC 3
money museum	135	BC 7
Montreal		
development as international centre	161	EAITC 12
land management of Old Port of	145	CLC 1
Port Corporation	242	PRC 1
monuments, National Capital Region	227	NCC 5
<i>Mortgage Market Trends</i>	148	CMHC 20
Mortgage-backed Securities (MBS)	147	CMHC 12
mortgages		
farm syndicates	193	FCC 2
farmers	193	FCC 1
insurance	193	FCC 3
marine/registration	147	CMHC 5
mortgage-backed securities	269	TC 35
trend analyses	147	CMHC 12
trend analyses	148	CMHC 20
Motor Vehicle Fuel Consumption Program	181	EMR 39
Motor Vehicle Test Centre	272	TC 73
motor vehicles		
child car restraints/safety standards	272	TC 71
defects/investigation	272	TC 66
emission statistics	257	SC 34
fuel consumption	272	TC 67
fuel consumption standards/legislation	181	EMR 39
imported, regulations	272	TC 68
natural gas fuel grants	181	EMR 40
natural gas fueling facilities/grants	181	EMR 41
purchasing for disabled persons	273	TC 81
recall information	272	TC 75
recall register	272	TC 70
registration statistics	256	SC 32
rental companies, accessibility grants	273	TC 82
safety regulations	272	TC 68
tariff filing	239	NTA 4
testing	272	TC 73
tires/safety standards, regulations and research	272	TC 69
trucks/energy conservation	181	EMR 42
used, import requirements	272	TC 74

Subject	Page	Program
MSAT (Commercial Mobile Satellite System)	152	COM 35
multiculturalism		
Canadian Multiculturalism Advisory Committee	223	MCC 8
education	223	MCC 10
ethnic groups, museum	146	CMC 1
ethnic groups, statistics	255	SC 7
financial assistance	223	MCC 11
heritage cultures and languages	223	MCC 10
minority languages, bursaries for teachers	260	SS 16
minority languages, student fellowships	260	SS 15
preservation of	223	MCC 8
race relations	223	MCC 9
municipal policing agreement, RCMP	250	RCMP 1
municipalities		
airport firefighters/training	268	TC 21
airport operations	267	TC 17
Community Futures	174	EIC 27
co-operative housing committees	148	CMHC 25
emergency preparedness projects/funding	188	EPC 5
government statistics	255	SC 11
grants in lieu of taxes	246	PWC 1
	247	PWC 14
GST rebate program	249	RCCE 23
historic sites, preservation	171	EC 44
job creation projects	175	EIC 39
police services	250	RCMP 1
pollution technology, treatment and management	169	EC 31
regional development	263	SSC 20
summer employment/wage subsidies	172	EIC 11
waste treatment monitoring	201	IJC 1
Museum Assistance Programs (MAP)	151	COM 14
museums		
agriculture	233	NMST 2
art	231	NGC 1
aviation	226	NAM 1
caricature	225	NA 2
civilization	146	CMC 1
contemporary photography	231	NGC 1
co-operation, Canada – France	151	COM 16
currency	135	BC 7
financial and technical assistance	151	COM 14
historic canals	170	EC 39
information management	284	CHIN 2
information sharing	284	CHIN 1
international co-operation	150	COM 7
money	135	BC 7
nature	148	CMN 1
restoration of art and artifacts	154	COM 47
science and technology	233	NMST 1
statistics	255	SC 18
war	158	CWM 1

Subject	Page	Program
music ( <i>see also</i> arts, performing)		
aid to artists and arts organizations	137	CC 1
bibliographic services	232	NLC 12
copyright	138	CCAC 12
heritage, programs	233	NLC 18
manuscript collection	232	NLC 5
military bands	229	ND 10
orchestra promotion	149	COM 1
performances	226	NAC 3
	226	NAC 4
prizes	137	CC 3
published, manuscript and recordings	232	NLC 12
radio distribution	225	NAC 2
recording industry/financial assistance	150	COM 3
scholarships	226	NAC 4
scores, deposit of new publications	232	NLC 4
workshops	226	NAC 4
<i>MV Arctic</i>	268	TC 27

## N

NAFTA	162	EAITC 23
NAP (Northern Affairs Program)	205	INAC 39
NASA, co-operation with space research	157	CSPA 8
National Access Awareness Week (NAAW)	258	SS 3
National Adoption Desk	199	HWC 33
National Advisory Board on Science and Technology (NABST)	209	ISTC 10
National AIDS Secretariat	196	HWC 5
National Air Photo Library	182	EMR 54
National Arts Centre Orchestra	226	NAC 4
National Association of Japanese Canadians		
redress agreement	223	MCC 6
<i>National Atlas of Canada</i>	182	EMR 44
National Building Code for Canada	236	NRC 13
National Citizenship Week	222	MCC 2
National Clearinghouse on Family Violence	199	HWC 31
National Coal Inventory Program	178	EMR 4
National Currency Collection	135	BC 7
National Drug Strategy		
education and prevention	250	RCMP 9
National Emergency Agency for Energy	179	EMR 21
National Emergency Transitional Powers Act	223	MCC 6
National Energy Board ( <i>see also</i> table of contents)		
northern resources	205	INAC 39
National Environmental Emergency Centre	169	EC 30
National Farm Survey	254	SC 2
National Fire Code for Canada	236	NRC 13





Subject	Page	Program
National GEOSCAN Centre	184	EMR 73
National Grains Bureau	130	AGR 13
National Health Research and Development Program	197	HWC 11
National Housing Act (NHA)-approved loans	147	CMHC 5
<i>National Housing Outlook</i>	148	CMHC 20
National Hydrology Research Institute	168	EC 21
National Indigenous Development Program (NIDP)	243	PSC 8
National Initiatives Program	143	CIDA 1
National Job Bank	172	EIC 1
National Labour Market Innovations Program	174	EIC 31
National Literacy Secretariat	223	MCC 7
National Master Specification (NMS), hard copy and diskette copies	247	PWC 17
National Mineral Inventory	186	EMR 87
national parks <i>see</i> parks		
National Research Council ( <i>see also</i> table of contents)		
technology-transfer support	153	COM 39
National Sea Products	142	CDVIC 1
National Soil Conservation Program	132	AGR 33
National Standards of Canada	265	STCC 1
National Strategy for the Integration of Persons with Disabilities	258	SS 3
	272	TC 76
National Topographic Data Base (NTDB)	183	EMR 60
National Topographic System	185	EMR 75
National Tripartite Stabilization Programs (NTSP)	131	AGR 20
National Victims Resource Centre	218	JUST 9
National Volunteer Program	170	EC 42
National Water Research Institute	168	EC 20
Native Courtworkers Program	218	JUST 10
Native Educational Awards Program	149	CN 5
Native Friendship Centre Program	259	SS 8
Native Internship Program	173	EIC 15
native languages <i>see</i> language		
native peoples		
aboriginal rights and foreign policy	161	EAITC 15
adopted children	204	INAC 25
advice/infrastructure	246	PWC 9
alcohol and drug abuse services	198	HWC 21
archaeological training	151	COM 13
art	202	INAC 1
band amalgamation and division	204	INAC 23
band elections	204	INAC 22
band funds administration	204	INAC 24
band membership control	204	INAC 20
band membership rules	204	INAC 21
broadcasts	136	CBC 4
	136	CBC 5

Subject	Page	Program
broadcasts/financial assistance	259	SS 7
business development	208	ISTC 3
certification of status	203	INAC 18
community economic services	205	INAC 35
complaints about financial institutions	240	OSFI 2
comprehensive land claims	203	INAC 13
contract administration	203	INAC 9
courtworkers program	218	JUST 10
cultural/educational centres/assistance	202	INAC 2
culture and linguistics/grants	202	INAC 3
economic development	208	ISTC 4
education/elementary and secondary	202	INAC 4
education/health-related fields	198	HWC 24
education/program funding	202	INAC 4
education/student allowances	202	INAC 6
educational awards program	149	CN 5
elections, information programs	177	ELC 2
employment, public service	243	PSC 9
employment equity	173	EIC 25
employment equity/federal contractors	173	EIC 23
entitlement determination	203	INAC 18
environmental protection/Indian reserves	203	INAC 10
estate administration	204	INAC 29
family violence	198	HWC 21
financial assistance/aboriginal corporations	208	ISTC 2
financial assistance/communities and entrepreneurs	208	ISTC 1
financial assistance/individuals and businesses	205	INAC 34
fire protection on reserves	219	LAB 5
fisheries	190	F&O 11
	194	FFMC 1
forest management	205	INAC 33
health	197	HWC 11
	198	HWC 20
	198	HWC 23
history and traditions	259	SS 5
housing/grants and loans	147	CMHC 7
housing subsidies/urban non-profit	147	CMHC 14
Indian Economic Development Fund	205	INAC 34
Inuit Economic Development Programs	205	INAC 34
justice research and education, funding	217	JUST 4
land claim funding	203	INAC 15
land entitlement, management, register	203	INAC 11
lands/mineral resources	204	INAC 30
language preservation and development	259	SS 5



Subject	Page	Program
native peoples ( <i>continued</i> )		
law reform issues	217	JUST 3
law students/grants	218	JUST 10
leadership development	259	SS 4
legal assistance	204	INAC 27
legal assistance/Bill C-31	204	INAC 28
legal organizations/funding for communities	217	JUST 2
medical benefits	198	HWC 22
Métis and non-status, law students/grants	218	JUST 10
National Indigenous Development Program (NIDP)	243	PSC 8
Native Friendship Centre Program	259	SS 8
non-profit housing subsidies/on-reserve	147	CMHC 15
Northern Careers Program	243	PSC 9
northern research/financial assistance	206	INAC 44
northern scientific activity	184	EMR 72
offenders	155	CSC 8
oil and gas development	205	INAC 31
postsecondary education assistance	202	INAC 5
public service/counselling	243	PSC 12
recruitment and referral/public service	243	PSC 8
register and band membership	204	INAC 19
self-government	204	INAC 26
social and cultural development	259	SS 8
specific claims settlement	203	INAC 14
student accommodation, counselling, transportation	202	INAC 6
student summer employment	173	EIC 15
summer employment/ subsidies	172	EIC 11
tax-filing assistance	253	RCT 18
taxation powers on reserves	205	INAC 32
technical assistance/buildings	202	INAC 8
tourism industry in Northern Ontario	216	ISTC 63
trappers/education programs	206	INAC 42
treaty obligations	203	INAC 12
women	259	SS 6
workplace-based training	173	EIC 20
Native Peoples Outreach Program	253	RCT 18
NATO (North Atlantic Treaty Organization)	165	EAITC 43
emergency preparedness/ co-operation	188	EPC 8
emergency preparedness/ exercises	188	EPC 9
military affairs	229	ND 17
science fellowships	238	NSERC 4
natural gas ( <i>see also</i> oil and gas; pipelines)		
Alaska Highway pipeline	234	NPA 1
domestic pricing/markets	178	EMR 14
emergency energy planning	179	EMR 21

Subject	Page	Program
export and import licences and orders	230	NEB 3
export pricing	178	EMR 15
fueling station program	181	EMR 41
information on domestic markets and prices	178	EMR 13
licensing	230	NEB 1
liquids, information	178	EMR 14
meter inspection	137	CCAC 3
Natural Gas Vehicle Program	181	EMR 40
pipelines	230	NEB 4
review of supply	230	NEB 1
Natural Gas Fueling Station Program	181	EMR 41
Natural Gas Vehicle Program	181	EMR 40
natural sciences		
grants/university-industry	238	NSERC 1
museum	148	CMN 1
research grants	185	EMR 79
scholarships	209	ISTC 13
scholarships for advanced studies	238	NSERC 2
Natural Sciences and Engineering Research Council ( <i>see also</i> table of contents)		
agriculture and laboratory research grants	129	AGR 1
nature walks		
Gatineau Park	227	NCC 3
National Capital Region/Greenbelt	227	NCC 2
Navigable Waters Protection Act	270	TC 51
navigation ( <i>see also</i> marine; ships/shipping)		
aids/flight inspection services	267	TC 12
canals	170	EC 39
channels maintenance	246	PWC 6
charts	189	F&O 5
maintenance of waterways	269	TC 33
marine aids	269	TC 32
radio services	270	TC 45
research, ship/navigational performance trials	236	NRC 15
safety notices	270	TC 44
St Lawrence Seaway	258	SLSA 1
ship safety information	269	TC 42
NEBS (New Exporters to Border States)	164	EAITC 36
nerve gas testing in the 1960s	229	ND 16
Net Income Stabilization Account (NISA)	131	AGR 16
Networks of Centres of Excellence	210	ISTC 19
New Brunswick		
salmonid enhancement	191	F&O 27
New Brunswick – Canada wood products exports	214	ISTC 49
New Brunswick Telephone regulation of	154	CRTC 1
New Energy Supply Technologies Program	181	EMR 34
New Exporters to Border States (NEBS) Program	164	EAITC 36
New Exporters to Overseas Markets (NEXOS) Program	162	EAITC 25



Subject	Page	Program	Subject	Page	Program
New Horizons	199	HWC 28	Northern Affairs Program (NAP)	205	INAC 39
Newfoundland Bait Program	189	F&O 9	Northern Careers Program	243	PSC 9
Newfoundland – Canada			Northern Cod Moratorium	189	F&O 1
wood products exports	214	ISTC 49	financial help for fishermen	190	F&O 12
Newfoundland Dockyard	222	MA 1	northern development		
Newfoundland Telephone			circumpolar region	206	INAC 46
Company, regulation of	154	CRTC 1	climate data	166	EC 6
newspapers			economic agreements	206	INAC 41
Canadian libraries	231	NLC 1	environmental aspects	167	EC 11
Canadiana collection	231	NLC 2	mining/Yukon and Northwest		
reference services/library	232	NLC 7	Territories	205	INAC 39
statistics	255	SC 18	native broadcasting	259	SS 7
Newsworld			polar research	206	INAC 45
CBC news network	136	CBC 7	northern health services	198	HWC 20
NEXOS (New Exporters to			northern hydrocarbon development	205	INAC 40
Overseas Markets)	162	EAITC 25	Northern Land Use Information		
Next Step			Mapping	168	EC 24
housing for victims of family			Northern Native Broadcast Access		
violence	147	CMHC 11	Program	259	SS 7
NGOs (non-government			Northern Oil and Gas Action		
organizations)			Program (NOGAP)	205	INAC 40
financial assistance to help			Northern Ontario		
disabled people	200	HWC 36	business resource centre	216	ISTC 65
funding for international			economic development		
development	144	CIDA 12	initiative	215	ISTC 58
humanitarian assistance	144	CIDA 9	federal government supplier		
international development	143	CIDA 4	development	216	ISTC 64
NISA (Net Income Stabilization			research and development,		
Account)	131	AGR 16	financial assistance	216	ISTC 62
non-profit housing ( <i>see also</i>			small business/development		
housing)			funding	215	ISTC 59
loans	147	CMHC 17	small business/marketing		
on-reserve	147	CMHC 15	assistance	216	ISTC 60
rent supplements	147	CMHC 13	small business/skills training	216	ISTC 61
urban, native	147	CMHC 14	tourism development and		
Non-profit Housing Program	147	CMHC 9	marketing	216	ISTC 63
non-profit organizations			Northern Pipeline Act	230	NEB 5
agricultural exhibits and fairs,			Northern Radio Service	136	CBC 4
funding	132	AGR 31	Northern Scientific Training		
consultation on economy			Program (NSTP)	202	INAC 7
and competitiveness	213	ISTC 43	Northern Television Service	136	CBC 4
co-operation with parks			Northern Transportation Company		
services	170	EC 41	Ltd	268	TC 26
GST rebate program	249	RCCE 23	Northwest Territories		
preservation of historic sites	171	EC 44	economic development		
sale of heritage items	170	EC 41	agreements	206	INAC 41
	171	EC 44	health services	198	HWC 20
summer employment/wage			industries/labour relations	145	CLRB 1
subsidies	172	EIC 11	management of Crown lands	205	INAC 37
taxation	252	RCT 13	oil and gas	230	NEB 6
Non-Smoker's Health Act and			oil, gas and mineral		
Regulations			resources	205	INAC 39
enforcement	267	TC 10	radio and television services	136	CBC 4
NORAD (North American			social assistance programs	199	HWC 30
Aerospace Defence)	229	ND 18	water management	205	INAC 38
North American Air Defence			NorthwesTel, regulation of	154	CRTC 1
Modernization (NAADM) Project	206	INAC 43	Nosology Reference Centre	255	SC 15
North American Free Trade			Nova Scotia – Canada		
Agreement (NAFTA)	162	EAITC 23	wood products exports	214	ISTC 49
North American Waterfowl			nuclear attack		
Management Plan (NAWMP)	168	EC 16	emergency plans	188	EPC 1
North Atlantic Treaty Organization					
<i>see</i> NATO					
North Water Navigation Limited	268	TC 27			



Subject	Page	Program
nuclear energy		
CANDU reactors	128	AECL 1
	128	AECL 2
	128	AECL 3
control/regulations	128	AECB 1
fusion/research	185	EMR 80
medical products	142	CDVIC 1
policy	178	EMR 7
research	128	AECL 4
uranium resources	178	EMR 6
nuclear waste disposal		
research	128	AECL 5
numerical weather prediction		
(NWP) research	167	EC 11
numismatic coins	249	RCM 1
NUNASI	268	TC 26
nurses, registered		
statistics	255	SC 15
nursing		
co-ordination and		
consultation	197	HWC 13
northern services	198	HWC 20
research grants	224	MRC 1
research training	224	MRC 2
nursing homes		
statistics	255	SC 15
nutrition		
health promotion	197	HWC 9
quality in food	195	HWC 1
reports on	228	NCW 1

## O

observatories		
astrophysical	235	NRC 10
Helen Sawyer Hogg		
Observatory	233	NMST 1
seismological, magnetic, and		
geodynamic	184	EMR 71
Observe, Record, Report		
Program/British Columbia	191	F&O 24
occupational health and safety <i>see</i>		
health and safety		
occupations		
computer data base	172	EIC 5
profiles	172	EIC 4
statistics	255	SC 7
	256	SC 26
ocean resources		
data collection/remote		
sensing	185	EMR 77
environmental data services	190	F&O 22
oceanography		
data service	189	F&O 3
weather information	166	EC 4
oceans		
monitoring by satellite	157	CSPA 7
offenders ( <i>see also</i> young		
offenders; penitentiaries)		
case classification and		
management	155	CSC 3

Subject	Page	Program
chaplaincy care	155	CSC 2
complaints from penitentiary		
inmates	143	CIC 1
educational, occupational		
and personal training	154	CSC 1
health care	155	CSC 4
industrial operations		
programs	284	CORC 1
inmates' rights	155	CSC 7
juvenile/policy and programs	218	JUST 8
native peoples	155	CSC 8
parole	155	CSC 6
psychological services	155	CSC 5
statistics	255	SC 12
supervised conditional		
release	155	CSC 6
office automation		
research	153	COM 42
Office of the Comptroller General		
of Canada	266	TB 2
Office of the Custodian of Enemy		
Property	262	SSC 6
Office of the Inspector General	257	SGC 3
Office of the Treaty Commissioner		
in Saskatchewan	203	INAC 12
Official Language Monitor Program	260	SS 16
official languages		
awards and fellowships	260	SS 15
bursaries for teachers	260	SS 16
complaints	240	OCOL 1
funding	260	SS 18
funding for students	264	SSHRC 3
guidelines and policies	265	TB 1
immigrants	176	EIC 59
information	240	OCOL 1
international conferences		
and institutions	161	EAITC 17
monitor program	260	SS 16
promotion of	260	SS 14
science and technology	153	COM 45
summer immersion		
studies/bursaries	260	SS 17
training, public service	244	PSC 15
training, purchased courses	174	EIC 29
training for federal judges	194	FJA 1
translation services	260	SS 19
Official Languages Act	240	OCOL 1
Official Residences Collection		
contributions	227	NCC 6
offshore development		
environmental aspects	167	EC 11
offshore drilling		
oil and gas	179	EMR 23
	179	EMR 24
	230	NEB 6
safety operations	270	TC 48
standards and regulations	269	TC 39
offshore exploration		
geological surveys	184	EMR 65
ice charts	167	EC 9
offshore lands		
surveys	183	EMR 63
	184	EMR 64





Subject	Page	Program
offshore structures		
performance testing	236	NRC 15
offshore workers		
agricultural workers	173	EIC 17
oil and gas ( <i>see also</i> natural gas; pipelines)		
development on Indian lands	205	INAC 31
drilling/research	236	NRC 15
emergency allocation	179	EMR 22
emergency energy planning	179	EMR 21
energy conservation	180	EMR 31
export advice to government	230	NEB 3
export licences and orders	230	NEB 3
federal research and planning	205	INAC 40
frontier lands/regulation	230	NEB 6
frontier royalty	178	EMR 10
gas meter inspection	137	CCAC 3
gas sales/statistics	256	SC 32
gasoline dispensers/inspection	137	CCAC 3
government policy	205	INAC 39
Indian lands	204	INAC 30
international markets	178	EMR 12
land surveys	183	EMR 63
licensing	230	NEB 1
monitoring agency	179	EMR 20
natural gas, domestic	178	EMR 13
offshore	179	EMR 23
offshore drilling units/safety	179	EMR 24
petroleum refinery technology	269	TC 39
petroleum revenue	179	EMR 18
tax/appeals	124	TCC 1
pipeline tariffs	230	NEB 1
pipelines	230	NEB 4
refining, bitumens	179	EMR 17
refining, petroleum	179	EMR 18
refining, research	179	EMR 17
research	185	EMR 80
research and development	179	EMR 16
resources	179	EMR 17
royalties, taxes, incentives/petroleum products	178	EMR 6
Yukon and Northwest Territories	178	EMR 11
oil sands mining		
research and development	205	INAC 39
oil spills		
claims for loss and damage	179	EMR 17
prevention	270	TC 53
prevention/regulations	169	EC 30
oilseeds <i>see</i> grains and oilseeds	269	TC 40
Old Age Security ( <i>see also</i> income support programs; senior citizens)		
pensions	200	HWC 39
spouse's allowance	200	HWC 41
statistics	255	SC 16
supplement	200	HWC 40
Old Age Security Act	124	TCC 1
Old Port of Montreal	145	CLC 1

Subject	Page	Program
ombudsman		
for penitentiary inmates	143	CIC 1
radio and television	136	CBC 8
OMNIMAX theatre	146	CMC 1
On-line Reassessment Program (RAP), electronic income tax service	254	RCT 31
On-line Taxpayer Correspondence System	254	RCT 29
On-reserve Non-profit Housing Program	147	CMHC 15
Ontario – Canada		
wood products exports	214	ISTC 49
Ontario Science Centre		
children's exhibits	150	COM 7
Open Bidding Service (OBS)		
demonstrations	263	SSC 16
government suppliers	263	SSC 17
Open House Canada Program	259	SS 9
Operation Lifesaver	149	CN 2
optics research	234	NRC 2
<i>OPTIMUM: The Journal of Public Sector Management</i>	281	CAC 3
OPTION program		
women in the public service	243	PSC 11
optometry research		
grants	224	MRC 1
training	224	MRC 2
orchestra promotion	149	COM 1
Order of Canada	119	GG 1
Order of Military Merit	119	GG 3
Organization for Economic Co-operation and Development (OECD)	119	GG 1
trade data	160	EAITC 8
Orphans' Benefit Program/CPP	200	HWC 38
Outreach Program	172	EIC 6
ozone research	167	EC 11

## P

Pacific 2000	162	EAITC 24
Pacific Pilotage Authority	270	TC 55
packaging <i>see</i> labelling		
paleobiology	148	CMN 1
Pan Pacific Vancouver Hotel	142	CHPC 1
paper, non-acidic, for books	233	NLC 20
Papersave recycling program	263	SSC 15
parental benefits		
unemployment insurance	175	EIC 41
pari-mutuel betting		
auditing of betting activities	285	CPMA 1
parks		
activities, fees, regulations	170	EC 37
canals	170	EC 39
construction services	246	PWC 5
co-operation with non-profit organizations	170	EC 41
Des Braves Park	226	NBC 1
Gatineau Park	227	NCC 3

Subject	Page	Program
parks ( <i>continued</i> )		
heritage rivers	170	EC 38
historic sites	171	EC 44
land surveys, records of	184	EMR 64
National Battlefield		
Park/Quebec	226	NBC 1
Plains of Abraham	226	NBC 1
St Denis Park	226	NBC 1
surveys	183	EMR 63
volunteer program	170	EC 42
Parliament		
functions of Governor		
General	119	GG 1
House of Commons	119	HC 1
legislation	119	HC 1
Upper House	120	SEN 1
Parliament Hill		
Changing of the Guard	229	ND 11
use of/public events	258	SS 1
parliamentarians	119	HC 1
reference services	120	LP 1
parole ( <i>see also</i> offenders)		
day/mandatory supervision	155	CSC 6
Partnership Program	143	CIDA 1
passport applications	285	PO 1
Patent Office	139	CCAC 13
patents		
authentication for use abroad	161	EAITC 18
issuing of	139	CCAC 13
searches/Canadian and		
foreign	139	CCAC 13
statistics	255	SC 6
pay and benefits		
public service	261	SSC 4
recovery	220	LAB 6
sex equality	219	LAB 3
<i>Paying Your Tax by Instalments</i>	252	RCT 3
payroll		
public service/management	261	SSC 4
payroll deductions		
income tax	252	RCT 2
	252	RCT 9
PEMD (Program for Export Market Development)	163	EAITC 28
	164	EAITC 35
	212	ISTC 34
penitentiaries ( <i>see also</i> offenders)		
chaplaincy programs	155	CSC 2
correctional services statistics	255	SC 12
employment for inmates	284	CORC 1
goods made by inmates	249	RCCE 14
inmates/workers'		
compensation	220	LAB 7
pensions		
agreements with foreign		
countries	200	HWC 38
appeals	240	PAB 1
	124	TCC 1
Canada Pension Plan/		
benefits	200	HWC 38
Canada Pension Plan/		
eligibility	253	RCT 24

Subject	Page	Program
Canadian Forces	229	ND 14
	261	SSC 4
CN Investment Division	149	CN 3
deposit insurance	141	CDIC 1
division after divorce	218	JUST 19
document searches	255	SC 9
garnishment, civil servants	218	JUST 16
Guaranteed Income		
Supplement (GIS)	200	HWC 40
Old Age Security	200	HWC 39
public service	261	SSC 4
Quebec Pension Plan	200	HWC 38
reform	228	NCW 1
seminars on income tax	252	RCT 12
Spouse's Allowance and		
Widowed Spouse's		
Allowance	200	HWC 41
statistics on plans	255	SC 17
supervision of plans	240	OSFI 1
veterans	276	VAC 5
veterans/appeals	276	VAC 6
veterans/legal service	276	VAC 4
periodicals		
Canadian	231	NLC 2
Canadian libraries	231	NLC 1
deposit of new publications	232	NLC 4
identification numbers	233	NLC 16
library exchanges	232	NLC 10
Périscoop Internship in Journalism	201	IDRC 1
permafrost research	184	EMR 65
personal information		
access to	266	TB 3
collection by federal		
departments	241	PCC 1
Personnel Records Centre	225	NA 3
pesticides		
forestry	194	FORC 1
health hazards	196	HWC 3
licensing of products	129	AGR 4
pest management inventories	129	AGR 3
residue compensation/		
appeals	123	FCTC 2
technical information	129	AGR 7
petrochemicals trade development	164	EAITC 37
Petroleum and Gas Revenue Tax		
Act	124	TCC 1
petroleum and petroleum products		
<i>see</i> oil and gas		
Petroleum Monitoring Program		
(PMP)	179	EMR 20
petrology		
geological surveys	184	EMR 65
pharmaceutical industry,		
collaboration for research	235	NRC 6
philatelic services		
archives	225	NA 2
photographs/photography		
aerial	182	EMR 46
	182	EMR 54
archive collection	225	NA 2
copyright	138	CCAC 12
heritage architecture	170	EC 40
library collection	185	EMR 76
museum	231	NGC 1





Subject	Page	Program
services	282	CCG 5
	282	CCG 10
standards in photography	183	EMR 55
physical education		
research grants	238	NSERC 3
physical sciences		
research grants	185	EMR 79
pilotage authorities	270	TC 55
pilots		
aviation information	267	TC 8
aviation licences	266	TC 1
aviation services	266	TC 2
marine, qualifications	270	TC 55
medical assessment	197	HWC 14
pipelines ( <i>see also</i> natural gas; oil and gas)		
accident investigation and safety	275	TSB 1
Alaska Highway gas	234	NPA 1
certification/Alaska Highway	230	NEB 5
corrosion and		
inspection/metals	186	EMR 83
natural gas	178	EMR 15
regulations	230	NEB 4
research	184	EMR 65
statistics	256	SC 32
Place du Portage conference		
facilities	247	PWC 16
Plant Biotechnology Institute	235	NRC 11
plants		
aquaculture	190	F&O 20
biotechnology research	235	NRC 11
disease and pest control	129	AGR 4
exotic, import/export	167	EC 12
quarantine/appeals	123	FCTC 2
seaweed harvesting	236	NRC 17
plastics		
processing, export/global		
marketing	163	EAITC 32
recycling	179	EMR 19
PMP (Petroleum Monitoring Program)	179	EMR 20
Polar Continental Shelf Project	184	EMR 72
polar research	206	INAC 45
	206	INAC 47
police		
college/RCMP instruction	250	RCMP 5
forensic laboratories	250	RCMP 6
identification services	250	RCMP 3
information centre	250	RCMP 2
law enforcement, research	235	NRC 9
RCMP/complaints	251	RCMPC 1
RCMP grievance cases and appeals	251	RCMPR 1
RCMP services	250	RCMP 1
statistics	255	SC 12
political activities/public servants	244	PSC 20
political donations, tax credit		
receipts	177	ELC 1
political parties, registry	177	ELC 1
polls, electoral	177	ELC 1
pollution		
effects on migratory birds	168	EC 15

Subject	Page	Program
pollution control ( <i>see also</i> conservation; environment)		
acid rain	169	EC 27
Arctic	206	INAC 47
atmospheric research	167	EC 11
chemicals, use/control	169	EC 28
claims fund	270	TC 53
emission reduction/coal		
combustion	186	EMR 84
emission statistics	257	SC 34
environmental contaminants, research	170	EC 36
environmental protection	169	EC 34
health hazards	196	HWC 3
marine	270	TC 52
research	190	F&O 21
research/freshwater	168	EC 20
ships/regulations	269	TC 40
spills/emergency prevention and response	169	EC 30
technology transfer	169	EC 31
toxic		
chemicals/environmental management of	169	EC 29
waste management, Arctic	206	INAC 47
waste reduction, federal government	237	NRTEE 2
waste reduction, funding	169	EC 32
waste reduction, research and development	234	NRC 1
population		
census	255	SC 7
international conference	161	EAITC 12
policy co-ordination	161	EAITC 13
Port of Quebec Corporation	242	PRC 1
ports <i>see</i> harbours and ports		
postal services		
customs duty on parcels, gifts	248	RCCE 7
history	225	NA 2
post-employment code		
public office holders	138	CCAC 8
poultry		
chicken marketing agency	231	NFPMC 1
electronic marketing information	133	AGR 43
poverty		
cost-sharing assistance programs	199	HWC 26
reports, statistics	228	NCW 1
social services/research	199	HCW 27
POWA (Program for Older Worker Adjustment)	220	LAB 12
powers of attorney, Canadian authentication for use abroad	161	EAITC 18
Prairie Farm Rehabilitation Administration (PFRA)	134	AGR 46
Prairie Grain Advance Payments (PGAP)	130	AGR 14
	131	AGR 17
	131	AGR 18
	131	AGR 21
Prairies		
railway lines	274	TC 88
pregnancy leave	175	EIC 41



Subject	Page	Program
Preservation Collection of Canada	233	NLC 20
price fixing	138	CCAC 10
prices		
control/patented medicines	241	PMPRB 1
natural gas	178	EMR 15
statistics	256	SC 24
Prime Minister		
advice and support	241	PMO 1
responsibilities	241	PCO 1
Prince Edward Island		
salmonid enhancement	191	F&O 27
Prince Edward Island – Canada		
wood products exports	214	ISTC 49
Prince Rupert Port Corporation	242	PRC 1
Principal Nursing Officer	197	HWC 13
printing services, federal	282	CCG 14
electronic distribution	282	CCG 15
prisoners of war		
compensation	276	VAC 5
privacy legislation		
personnel records	225	NA 3
Privacy Act	266	TB 3
complaints under	241	PCC 1
divorce registry	218	JUST 19
individual rights under	241	PCC 1
private sector		
executive exchange	243	PSC 6
investment banking	192	FBDB 2
privatization		
federal government holdings	142	CDVIC 1
prizes <i>see</i> awards and prizes		
procurement, federal		
complaints	242	PRB 1
goods and services	261	SSC 1
notices of	281	CCG 1
open bidding	263	SSC 17
supplier development	216	ISTC 64
supplier registration	263	SSC 19
suppliers	263	SSC 16
Production Revenue-Sharing Program	274	TFC 1
productivity		
mineral resources	187	EMR 93
statistics	256	SC 23
Pro-fisher Program	180	EMR 32
<i>Profit\$</i>	192	FBDB 6
program evaluation	245	PSC 23
Program for Export Market Development (PEMD)	163	EAITC 28
	164	EAITC 35
	212	ISTC 34
Program for Older Worker Adjustment (POWA)	220	LAB 12
Project Haven	147	CMHC 10
promotion <i>see</i> marketing		
propaganda, prohibited import	249	RCCE 14
propane information	178	EMR 14
property		
acquisition and disposal,		
federal property	246	PWC 1
claims against foreign governments	162	EAITC 20
real estate forecasts	148	CMHC 20
World War II/custodian	262	SSC 6

Subject	Page	Program
property management		
Canada lands	145	CLC 1
federal/administrative services	247	PWC 11
federal property	246	PWC 2
	247	PWC 13
protein engineering research	235	NRC 12
Protein Laboratory	235	NRC 5
protocol/affairs of state	258	SS 1
Pro-trucker Program	181	EMR 42
provinces		
boundaries/surveys	183	EMR 57
co-ordination of economic affairs	194	FIN 1
historic sites, preservation	171	EC 44
policing agreement, RCMP	250	RCMP 1
regional development	263	SSC 20
	274	TC 90
statistics	255	SC 11
psychology		
human health research		
funding	224	MRC 1
research grants	238	NSERC 3
Public Accounts of Canada	262	SSC 7
audits	239	OAG 1
pollution claims fund	270	TC 53
public administration		
accelerated training programs	245	PSC 24
Public Enquiries Information Bank (PEIB)		
electronic income tax service	254	RCT 28
Public Lending Rights Commission	137	CC 2
Public Register of Arms, Flags and Badges of Canada	119	GG 2
public service ( <i>see also</i> federal government)		
appeals	244	PSC 21
archival records	225	NA 3
Automated Notice System (ANS)	245	PSC 22
bargaining units	245	PSSRB 1
career assessment services	244	PSC 19
career counselling	244	PSC 18
collective bargaining/ regulation	245	PSSRB 1
conflict of interest	138	CCAC 8
CO-OP employment	242	PSC 3
credit cards	262	SSC 9
demotion	245	PSC 25
designated employees	245	PSSRB 1
discrimination/investigation	244	PSC 21
employment/visible minorities	244	PSC 14
exchange programs	243	PSC 7
executive exchange	243	PSC 6
executive group	243	PSC 5
executives/careers	243	PSC 5
financial policies and control	266	TB 2
garnishment of salaries	218	JUST 16
grievances	245	PSSRB 2
health services	198	HWC 17
	198	HWC 18
	198	HWC 19
hotel directory	262	SSC 11
internal audits	266	TB 2



Subject	Page	Program
language training	244	PSC 15
lawyers/recruitment	218	JUST 11
management accounting	266	TB 2
management recruiting	244	PSC 17
National Indigenous Development Program	243	PSC 8
native peoples/careers	243	PSC 8
Northern Careers Program	243	PSC 9
official languages	240	OCOL 1
	265	TB 1
pay	261	SSC 4
personnel records	225	NA 3
political activities	244	PSC 20
post-employment code	138	CCAC 8
recruitment	242	PSC 1
	243	PSC 10
	245	PSC 24
	245	PSC 25
release from employment		
rental rates for passenger vehicles	262	SSC 12
senior appointments	241	PMO 1
senior management training	140	CCMD 1
staff development	244	PSC 16
staffing investigations	244	PSC 21
summer employment	242	PSC 2
superannuation	261	SSC 4
travel reservations	262	SSC 10
women/career counselling	243	PSC 12
women/career development	244	PSC 13
women/employment	243	PSC 11
work environment		
surveillance	198	HWC 18
Public Works Canada (see also table of contents)		
contracting assistance/native peoples	203	INAC 9
planning and building assistance/native peoples	202	INAC 8
publications		
bioethics	224	MRC 4
business	192	FBDB 6
<i>Canada Gazette</i>	283	CCG 16
copyright	138	CCAC 12
creative services	282	CCG 7
depository libraries	282	CCG 13
document registration	139	CCAC 15
export	160	EAITC 9
federal information holdings	266	TB 3
<i>Government Business Opportunities</i>	281	CCG 1
<i>Guide to Federal Programs and Services</i>	283	CCG 18
health science research	224	MRC 4
historic canals	170	EC 39
human health science research	224	MRC 4
ISBN numbers/federal publications	283	CCG 17
labour issues	220	LAB 9
library	233	NLC 21
mineral	186	EMR 90
new/deposit at National Library	232	NLC 4
promotion of Canadian symbols	259	SS 11

Subject	Page	Program
sale of federal trade	282	CCG 12
	160	EAITC 9
	163	EAITC 28
warehousing and distribution	282	CCG 11
women's workplace issues/funding	220	LAB 10
publishers/publishing		
deposit at National Library	232	NLC 4
federal government	282	CCG 12
financial assistance	137	CC 1
	151	COM 17
	151	COM 18
ISBN and ISSN identification	233	NLC 16
licences for copyright works	135	CB 1
manuscript collection	232	NLC 5
pre-publication cataloguing	232	NLC 15
royalties for lending rights	137	CC 2
scientific journals	237	NRC 20
services	233	NLC 21
statistics	255	SC 18
pulp and paper industry statistics	255	SC 3
Purchase of Training Program	174	EIC 29

## Q

Quality Assurance Assistance Program (QAAP)	277	WD 3
quarantine		
agricultural products	129	AGR 5
animals and animal products	129	AGR 4
plants/appeals	123	FCTC 2
plants and plant products	129	AGR 4
unemployment insurance benefits	175	EIC 41
Quebec		
fisheries assistance	190	F&O 14
land management of Port	145	CLC 1
northern radio and television services	136	CBC 5
research and development, EDI	153	COM 44
Quebec – Canada overseas market		
development/wood products	214	ISTC 49
Quebec Deposit Insurance Board	141	CDIC 1
Quebec Pension Plan (see also Canada Pension Plan)		
appeals	240	PAB 1
statistics	255	SC 16
Queen Elizabeth Silver Jubilee Endowment Fund Awards Program	260	SS 15
Queen's Fellowships	264	SSHRC 3
Queen's representative in Canada	119	GG 1
<i>Quill &amp; Quire</i>	232	NLC 15
<i>Quorum</i>	120	LP 1



Subject	Page	Program
<b>R</b>		
R-2000 homes	179	EMR 25
race horses		
drug use, research	285	CPMA 1
race relations		
award for excellence	223	MCC 8
information	223	MCC 9
racetrack surveillance	285	CPMA 1
racial discrimination <i>see</i> discrimination		
radar		
assistance/air	266	TC 5
beacons	269	TC 32
facilities/flight inspection	267	TC 12
radio navigation systems, frequency channelling	152	COM 23
synthetic aperture (SAR)	157	CSPA 7
RADARSAT	157	CSPA 7
remote-sensing satellite	185	EMR 77
radiation ( <i>see also</i> nuclear energy)		
atmospheric, research	167	EC 11
emitting devices/safety information	197	HWC 7
environmental, exposure evaluation	196	HWC 3
licencing and regulation of radioactive materials	128	AECB 1
radio ( <i>see also</i> communications)		
aids to marine navigation	269	TC 32
broadcasting, national	135	CBC 1
communications research	153	COM 37
	153	COM 38
conferences, world		
administrative	152	COM 31
equipment certification	152	COM 28
equipment certification and testing	152	COM 24
equipment standards	152	COM 23
equipment testing and test methodology	152	COM 27
frequency allotment	151	COM 20
marine safety and distress service	270	TC 45
marine stations	269	TC 42
mobile satellite system (MSAT)	152	COM 35
operators' examination program	152	COM 24
regulation	151	COM 19
	154	CRTC 1
short-wave service/ international	136	CBC 3
spectrum management	152	COM 24
spectrum policies	152	COM 25
statistics	255	SC 14
systems/Compulsory Inspection Program	152	COM 26
technical standards of broadcasting	151	COM 19
Radio Canada International	136	CBC 3
Radio Equipment List	152	COM 28

Subject	Page	Program
radioactive materials		
licensing and regulations	128	AECB 1
radiocarbon dating	184	EMR 69
radiopharmaceuticals, control and assessment	196	HWC 3
Railway Act		
document registration	139	CCAC 15
railways ( <i>see also</i> transportation)		
abandonment of lines	239	NTA 2
accident investigation and safety	275	TSB 1
CN services	149	CN 3
dangerous goods	271	TC 61
elderly and disabled persons	273	TC 79
freight	149	CN 1
	274	TC 88
	274	TC 89
grain/co-ordination		
grain/maintenance of branch lines	274	TC 88
grain/rates	239	NTA 1
heritage stations	171	EC 45
interswitching	239	NTA 3
network/branch changes	239	NTA 2
passenger services	274	TC 88
	276	VIA 1
safety	149	CN 2
safety/inspection	271	TC 65
safety legislation	271	TC 64
short-line, sales	239	NTA 6
statistics	256	SC 32
subsidies	239	NTA 1
tariff filing	239	NTA 4
rationing		
energy supplies	179	EMR 22
RDP Agreements		
defence agreements	165	EAITC 42
real estate <i>see</i> land; property		
Receiver General of Canada		
banking activities	262	SSC 6
recording industry statistics	255	SC 18
Recovery, endangered species newsletter	167	EC 12
recreation		
climate data	166	EC 6
National Capital Region	227	NCC 1
statistics	255	SC 18
	256	SC 26
	170	EC 39
waterways		
recruitment		
Canadian Forces	228	ND 1
disabled people	243	PSC 10
economics and public administration graduates	245	PSC 24
lawyers/public service	218	JUST 11
public service	242	PSC 1
public service/executive group	243	PSC 5
recycling		
consumer products/labelling	171	EC 47
federal facilities program	247	PWC 18
mineral resources	187	EMR 93
paper	263	SSC 15
waste products	179	EMR 19



Subject	Page	Program
redress agreements		
Japanese Canadians	223	MCC 6
Reference Canada		
toll-free telephone referral		
service	283	CCG 18
referendum, voting	177	ELC 1
refining <i>see</i> oil and gas		
refugees ( <i>see also</i> immigration)		
admissibility loans	176	EIC 49
admission to Canada	175	EIC 48
claims, determination of		
status	207	IRB 1
medical services	198	HWC 17
policy co-ordination	161	EAITC 13
research	207	IRB 2
settlement assistance	176	EIC 53
social services/research	199	HCW 27
transportation loans	176	EIC 50
regional development		
businesses/Northern Ontario	216	ISTC 61
provinces	263	SSC 20
research and development/		
Northern Ontario	216	ISTC 62
<i>Register of the United States</i>		
<i>Barriers to Trade</i>	165	EAITC 45
Registered Retirement Savings		
Plans (RRSPs)		
deposit insurance	141	CDIC 1
registration		
firearms	250	RCMP 4
imported aircraft	266	TC 7
ships	249	RCCE 19
trademarks	139	CCAC 14
registry		
divorce proceedings	218	JUST 19
legal proceedings	123	FCTC 1
lobbyists	139	CCAC 17
merchant seafarers	271	TC 56
missing children	250	RCMP 8
political parties/elections	177	ELC 1
public office holders,		
compliance	138	CCAC 8
recalled motor vehicles, tires	272	TC 70
Regular Officer Training Plan		
(ROTP)	228	ND 2
regulations ( <i>see also</i> safety		
standards and regulations)		
access to information	266	TB 3
aeronautical	267	TC 8
bonded warehouses	248	RCCE 2
customs	248	RCCE 5
customs cargo control	248	RCCE 2
dangerous goods	271	TC 60
declaration of exported goods	248	RCCE 11
duty-free shops	248	RCCE 10
environmental	169	EC 33
	169	EC 34
excise duties	249	RCCE 17
federal/revision and		
consolidation	218	JUST 15
fishing vessels	269	TC 38
food, enforcement	196	HWC 2
food, safety	195	HWC 1

Subject	Page	Program
foreign bequests/customs		
duty	248	RCCE 7
health protection/travellers in		
Canada	197	HWC 15
hunting/migratory game birds	167	EC 14
marine transportation	270	TC 50
national parks	170	EC 37
nuclear energy/radioactive		
materials	128	AECB 1
offshore drilling units	269	TC 39
patented medicines	241	PMPRB 1
pollution from ships	269	TC 40
publication of federal	266	TB 4
radio, international	152	COM 31
St Lawrence Seaway	258	SLSA 2
ship electronic systems	270	TC 47
ship machinery	269	TC 36
ships' stores/customs	248	RCCE 2
timber on reserve lands	205	INAC 33
transportation	239	NTA 7
unclaimed goods at customs	248	RCCE 2
Regulatory Impact Analysis		
Statement (RIAS)	169	EC 33
	170	EC 36
regulatory reform	266	TB 4
affordable housing	148	CMHC 24
rehabilitation		
alcohol and drugs/funding	199	HWC 32
vocational programs for		
disabled persons	200	HWC 35
religion		
chaplaincy programs in		
penitentiaries	155	CSC 2
remissions		
customs	248	RCCE 8
remote control radio devices		
frequency channelling	152	COM 23
remote sensing		
Canada Centre for	185	EMR 77
data base	185	EMR 78
RADARSAT	157	CSPA 7
Remote Sensing On-line Retrieval		
System (RESORS)	185	EMR 78
RENEW (Recovery of Nationally		
Endangered Wildlife)	167	EC 12
Rent Supplement Program	147	CMHC 13
rental housing		
Housing Market Information		
System	147	CMHC 19
statistics	256	SC 31
subsidies	147	CMHC 13
trend analyses	148	CMHC 20
Research Agreements Program	185	EMR 79
research and development		
aeromedicine	197	HWC 14
aerospace industry	214	ISTC 52
	236	NRC 16
aging	226	NACA 1
agriculture	129	AGR 1
	129	AGR 2
alternative energy		
technologies	180	EMR 33
	186	EMR 85
alternative fuels	181	EMR 38



Subject	Page	Program
research and development (continued)		
aquaculture	190	F&O 20
archaeological resources	151	COM 13
Arctic	184	EMR 72
arms control and disarmament	161	EAITC 14
astronomy/Herzberg Institute of Astrophysics	235	NRC 10
Atlantic region	236	NRC 17
atmospheric environmental	167	EC 11
bibliographic	224	NA 1
biodiagnostics	235	NRC 6
bioenergy conversion technologies	181	EMR 35
biological sciences	235	NRC 5
biomass research	181	EMR 35
biotechnology	235	NRC 12
botany	148	CMN 1
business/Northern Ontario	216	ISTC 62
cereal grains and oilseeds	283	CGC 1
chemistry	234	NRC 1
child care	200	HWC 34
circumpolar region	206	INAC 47
climate	167	EC 7
coal	178	EMR 4
	178	EMR 5
	179	EMR 16
	185	EMR 80
	186	EMR 84
coastal and marine geological hazards	184	EMR 65
coastal engineering	246	PWC 6
communications	152	COM 34
	153	COM 43
communications/computers	152	COM 32
conservation	185	EMR 80
construction	236	NRC 13
	246	PWC 10
cosmetics safety	196	HWC 6
defence industry	214	ISTC 52
defence industry/ technological development	229	ND 15
dentistry, funding	224	MRC 1
dissemination, assistance	264	SSHRC 4
documentary art and photography collection	225	NA 2
drugs	196	HWC 6
drugs used on horses	285	CPMA 1
earth physics	184	EMR 71
earthquakes	184	EMR 71
electricity	185	EMR 80
emergency planning	188	EPC 6
energy	185	EMR 80
energy conservation	181	EMR 37
	190	F&O 13
energy efficiency	180	EMR 28
energy storage and distribution	186	EMR 85
energy technologies	178	EMR 9
	186	EMR 82
environment	201	IDRC 3
	235	NRC 8

Subject	Page	Program
	263	SSC 21
	264	SSHRC 2
exhibitions	281	CCG 2
fellowships and prizes	137	CC 3
film and video	281	CCG 2
fish stocks	189	F&O 2
fisheries	215	ISTC 54
fitness	191	FAS 2
food preparation and preservation	129	AGR 2
foods	195	HWC 1
forestry	195	FORC 2
	214	ISTC 50
freshwater	168	EC 17
	168	EC 20
fuels	185	EMR 80
fusion	185	EMR 80
gasification	186	EMR 84
genealogical	224	NA 1
geological	184	EMR 65
grants	264	SSHRC 4
grants to French/bilingual institutions, students	153	COM 45
health/industry-university, funding	224	MRC 3
health promotion	197	HWC 9
health science, funding	224	MRC 1
health science, training	224	MRC 2
health services	197	HWC 11
heat upgrading	186	EMR 85
heavy oils	179	EMR 16
	185	EMR 80
historical	224	NA 1
history and culture, Canadian	146	CMC 1
housing	146	CMHC 1
	146	CMHC 3
housing for disabled persons	148	CMHC 27
human rights law	217	JUST 5
hydrocarbon production/ natural gas	186	EMR 85
hydrodynamics	235	NRC 8
hydrologic appraisals	168	EC 23
hydrology	168	EC 20
industrial	236	NRC 19
industrial materials and techniques	236	NRC 14
industrial productivity	235	NRC 8
industry, Canadian	213	ISTC 40
information sharing	284	CHIN 1
information technologies	284	CHIN 2
institutions/grants	185	EMR 79
interdisciplinary/funding	238	NSERC 3
investment information	207	INV 6
investment policies and issues	207	INV 5
Japan, collaboration with	209	ISTC 8
juvenile justice	218	JUST 8
labour conditions/funding	219	LAB 2
labour information	221	LAB 15
lakes and rivers	168	EC 17
landslides	184	EMR 65
language industry	260	SS 20
lasers and optics	234	NRC 2
law enforcement	235	NRC 9



Subject	Page	Program
law reform/criminal	217	JUST 3
legal/funding	217	JUST 1
literacy	223	MCC 7
manufacturing	235	NRC 8
mechanical engineering	235	NRC 8
mechanics, applied	235	NRC 8
medical, funding	224	MRC 1
medical devices	196	HWC 3
metallurgical fuels	186	EMR 84
metals technology	186	EMR 83
meteorological	167	EC 11
microelectronics/funding	209	ISTC 9
migratory birds	168	EC 15
mineral processing	187	EMR 94
mineral sciences	148	CMN 1
minerals, metals and energy	185	EMR 81
mining/productivity enhancement	187	EMR 96
mining and extraction industries	187	EMR 96
mining technology	187	EMR 95
mobile satellite system (MSAT)	152	COM 35
motor vehicle accidents	272	TC 75
natural gas	186	EMR 85
natural sciences and engineering grants	238	NSERC 1
Networks of Centres of Excellence	210	ISTC 19
North Pole	206	INAC 45
northern, assistance/training	202	INAC 7
northern hydrocarbon development	205	INAC 40
northern native organizations	206	INAC 44
NSERC fellowships and awards	238	NSERC 4
nuclear energy	128	AECL 4
nuclear waste disposal	128	AECL 5
nursing, funding	224	MRC 1
nursing and health care	197	HWC 13
nutrients	195	HWC 1
oceans	189	F&O 2
office automation	153	COM 42
official languages teaching	260	SS 18
oil and gas	185	EMR 80
oil sands recovery and processing	179	EMR 17
optometry, funding	224	MRC 1
paleobiology	148	CMN 1
patented medicines	241	PMPRB 1
permafrost	184	EMR 65
pharmaceutical	241	PMPRB 1
pipelines	184	EMR 65
planning, advanced industrial materials	208	ISTC 6
planning services	282	CCG 8
plant biotechnology	235	NRC 11
pollution technology	169	EC 31
poverty	228	NCW 1
public opinion	281	CCG 3
public service management	140	CCMD 1
publications and audio-visual productions	201	IDRC 2

Subject	Page	Program
radio and satellite communications	153	COM 38
rare and endangered animal species	167	EC 12
refining/bitumen and heavy oils	179	EMR 17
refugees/immigration issues	207	IRB 2
remote sensing	185	EMR 77
	185	EMR 78
renewable energy technologies	181	EMR 34
robotics	235	NRC 7
rocks	184	EMR 71
scholarships for advanced studies	238	NSERC 2
science and technology/statistics	255	SC 6
scientific journals	237	NRC 20
social sciences and humanities grants	264	SSHRC 1
soil stability	184	EMR 65
solar energy technologies	181	EMR 34
space	156	CSPA 1
	156	CSPA 2
	156	CSPA 3
	156	CSPA 4
	157	CSPA 6
	157	CSPA 8
	235	NRC 10
tar sands	185	EMR 80
technological change	220	LAB 9
technologies, application	157	CSPA 5
	209	ISTC 11
telecommunications systems	153	COM 36
thermodynamics	235	NRC 8
Third World development	201	IDRC 1
tourism	212	ISTC 36
transportation	181	EMR 38
	184	EMR 65
	235	NRC 8
	272	TC 76
unprocessed bitumens	179	EMR 16
veterinary medicine, funding	224	MRC 1
veterinary medicine, grants	129	AGR 1
videos	281	CCG 2
volunteering	222	MCC 3
waste disposal	184	EMR 65
water	168	EC 18
	168	EC 21
	168	EC 22
	168	EC 23
waterfowl management	168	EC 16
welfare services	199	HWC 27
wetlands conservation	168	EC 16
wildlife/habitats	167	EC 12
women's issues	135	CACSW 1
zoology	148	CMN 1
Research, Development and Production (RDP) Agreements		
defence agreements	165	EAITC 42
researchers, library services	232	NLC 13
Reserve Entry Training Plan	228	ND 2





Subject	Page	Program
residence abroad		
assistance/Canadian citizens	162	EAITC 22
Residential Rehabilitation		
Assistance Program (RRAP)	147	CMHC 6
residential standards	236	NRC 13
residue management		
research and development	169	EC 31
RESMIN		
research in mining/data base	187	EMR 95
resource development		
Indian lands	205	INAC 31
Western region/business	277	WD 2
resources, conservation by waste		
reduction	169	EC 32
RESPROC	187	EMR 94
résumé writing/Job Finding Club	172	EIC 3
retirement <i>see</i> pensions		
RIAS (Regulatory Impact Analysis		
Statement)	169	EC 33
	170	EC 36
Rideau Canal	170	EC 39
Winterlude	227	NCC 4
Rideau Hall		
guided tours	119	GG 6
rivers <i>see</i> waterways		
roads <i>see</i> transportation		
robotics		
research	235	NRC 7
space	156	CSPA 2
	156	CSPA 4
space/technology		
development	157	CSPA 5
rock <i>see</i> minerals		
Rockcliffe Air Base		
National Aviation Museum	226	NAM 1
Royal Assent, Senate	120	SEN 1
Royal Canadian Mounted Police		
( <i>see also</i> table of contents)		
compensation services	261	SSC 4
death and disability pensions	276	VAC 5
grievance and appeal rulings	251	RCMPR 1
law enforcement, research	235	NRC 9
Royal Family visits	258	SS 1
Royal Military College	228	ND 2
Royal Roads Military College	228	ND 2
royalties		
energy products	178	EMR 11
fixing of payments	135	CB 1
oil and gas revenue	178	EMR 10
petroleum products	178	EMR 11
publications, lending rights	137	CC 2
Royce Memorial Grants Program,		
Marion V	220	LAB 10
RRSPs (Registered Retirement		
Savings Plans)		
contribution limit information	254	RCT 26
deposit insurance	141	CDIC 1
Rural and Native Housing Program		
(RNHP)	147	CMHC 7
Rural Transition Program	174	EIC 32

Subject	Page	Program
<b>S</b>		
safety <i>see</i> health and safety		
safety standards and regulations		
( <i>see also</i> health and safety;		
regulations; standards)		
aeronautical, research and		
development	236	NRC 16
air carrier certificates	266	TC 3
air flights	266	TC 2
buildings	265	STCC 1
child car restraints	272	TC 71
consumer products	138	CCAC 4
cosmetics	196	HWC 6
dangerous drugs	196	HWC 6
fire/Canada Labour Code		
provisions	219	LAB 5
fishing vessels	269	TC 38
flight	266	TC 4
food and food additives	195	HWC 1
manufactured goods	265	STCC 1
marine radio services	269	TC 42
mining and extraction		
industries	187	EMR 96
monitoring of legislation	219	LAB 4
motor vehicles	272	TC 66
	272	TC 68
	272	TC 70
	272	TC 73
nuclear energy	128	AECB 1
offshore drilling units	269	TC 39
	270	TC 48
pipelines	230	NEB 4
railways	149	CN 2
	271	TC 64
	271	TC 65
ship cargoes	269	TC 34
ship electronic systems	270	TC 47
ship hulls	269	TC 37
ship machinery	269	TC 36
ship navigation and		
communications	270	TC 44
ships	270	TC 48
small boat	269	TC 41
tires, motor vehicle	272	TC 69
	272	TC 70
transportation	275	TSB 1
working conditions	219	LAB 2
workplace	141	CCOHS 1
	145	CLRB 1
	221	LAB 16
Saint John Port Corporation	242	PRC 1
St John's Port Corporation	242	PRC 1
St Lawrence River		
ice conditions	167	EC 9
pilotage services	270	TC 55
water levels	269	TC 31
	269	TC 33
Saint Ours Canal	170	EC 39
St Peters Canal	170	EC 39
Sainte Anne de Bellevue Canal	170	EC 39



Subject	Page	Program
salaries		
garnishment, civil servants	218	JUST 16
garnishment for family support	218	JUST 17
sales, government surplus	261	SSC 3
sales, government-to-government	140	CCC 1
sales, retail, statistics	256	SC 20
sales tax, federal	249	RCCE 22
salmonid enhancement		
British Columbia	191	F&O 23
New Brunswick and PEI	191	F&O 27
saltfish <i>see</i> fish/fisheries		
salvage, marine	269	TC 43
SAR (synthetic aperture radar)	157	CSPA 7
<i>SARSCENE</i>		
search and rescue newsletter	238	NSS 2
Saskatchewan Indian Federated College	202	INAC 5
satellites		
assembly/testing	157	CSPA 9
communications research	153	COM 38
data, research/weather and environmental	167	EC 11
deployment and recovery	156	CSPA 4
frequency channelling	152	COM 23
ice conditions	167	EC 9
ice studies and analysis	167	EC 10
international research	157	CSPA 8
mapping	183	EMR 59
mobile satellite system (MSAT)	152	COM 35
RADARSAT	185	EMR 77
remote sensing	157	CSPA 7
Saul Hayes Collection		
rare books	231	NLC 3
Sault Ste Marie Canal	170	EC 39
savings bonds <i>see</i> bonds		
scales inspection	137	CCAC 3
scholarships, fellowships and bursaries ( <i>see also</i> assistance, financial; awards and prizes)		
advanced studies and research	238	NSERC 2
agriculture	129	AGR 1
emergency-planning research	188	EPC 6
engineering and natural sciences	238	NSERC 4
environmental studies fellowships	264	SSHRC 2
health research	197	HWC 11
health science research training	224	MRC 2
health-related fields	198	HWC 24
humanities	264	SSHRC 3
interdisciplinary research	238	NSERC 3
international development	144	CIDA 11
Killam prizes	137	CC 3
law/legislative drafting	218	JUST 13
management research	140	CCMD 1
museums/information sharing	284	CHIN 1
music	226	NAC 4

Subject	Page	Program
natural sciences and engineering	209	ISTC 13
	209	ISTC 14
	238	NSERC 1
official language study	260	SS 15
research exchanges, official languages	264	SSHRC 3
second official language studies	260	SS 17
social sciences	264	SSHRC 3
teachers	260	SS 16
women/non-traditional careers	149	CN 4
schools		
elections, information kits	177	ELC 3
elections, information programs	177	ELC 2
science and technology ( <i>see also</i> technology)		
Asia – Pacific region	162	EAITC 24
astronaut research	156	CSPA 3
business service centres	211	ISTC 24
chemical research	234	NRC 1
environmental research and development	263	SSC 21
environmental solutions	211	ISTC 23
Francophone representation	153	COM 45
funding	210	ISTC 17
improved competitiveness	212	ISTC 38
inflow program	163	EAITC 33
information	236	NRC 18
infrastructure	210	ISTC 21
innovations	263	SSC 20
international agreements	209	ISTC 7
international collaboration	238	NSERC 1
international marketing/information technologies	164	EAITC 38
international planning	209	ISTC 7
Japan, collaboration with	209	ISTC 8
museum	233	NMST 1
national advisory board	209	ISTC 10
organizations/United Nations	141	CCU 1
patents	139	CCAC 13
policy research	264	SSHRC 2
public awareness campaign	210	ISTC 18
public awareness program	261	SSC 2
research	236	NRC 19
school visits by retired engineers, scientists	209	ISTC 15
space	157	CSPA 9
space applications	156	CSPA 2
space robotics	156	CSPA 4
space technologies	156	CSPA 1
statistics	255	SC 6
technology transfer	237	NRC 21
science fairs	233	NMST 1
Science Culture Canada	210	ISTC 17
	261	SSC 2
sciences		
awards for youth	237	NRTEE 3
health research training	224	MRC 2
Scriptwriting Assistance Fund	274	TFC 1
Sea Lamprey Control Centre	189	F&O 8
seafood <i>see</i> fish/fisheries		



Subject	Page	Program
sealift/Arctic	268	TC 26
seamen <i>see</i> mariners		
search and rescue ( <i>see also</i> Canadian Coast Guard)		
aircraft	267	TC 14
marine service	270	TC 46
meteorological/oceanographic support	166	EC 4
newsletter	238	NSS 2
secretariat	238	NSS 1
seaweed harvesting/Atlantic region research	236	NRC 17
securities		
mortgage-backed	147	CMHC 12
security		
assessment for federal government	155	CSIS 1
clearances/contractors	262	SSC 13
clearances/public servants	262	SSC 13
deposits/imported goods	249	RCCE 15
designated public servants	245	PSSRB 1
heritage resources	150	COM 10
intelligence	257	SIRC 1
internal, Canada	155	CSIS 1
research	161	EAITC 14
review/CSIS activities	257	SGC 3
transportation	268	TC 23
Security Intelligence Review Committee ( <i>see also</i> table of contents)	257	SGC 3
SEED (Summer Employment Experience Development)	172	EIC 11
seeds <i>see</i> plants		
seismological studies	184	EMR 71
self-employed persons		
Canada Pension contributions	253	RCT 24
self-employment assistance		
Community Futures	174	EIC 27
self-government, native peoples	204	INAC 26
seminars <i>see</i> conferences		
Senate		
committee proceedings and debates/index	120	LP 1
relationship to House of Commons	119	HC 1
senior citizens ( <i>see also</i> income support programs; Old Age Security)		
abuse	199	HWC 31
anniversary and birthday messages	119	GG 5
appeals under Old Age Security Act	124	TCC 1
Canada Pension Plan	200	HWC 38
community action programs	197	HWC 9
community projects	199	HWC 28
community services/planning	146	CMHC 2
complaints about financial institutions	240	OSFI 2
discrimination	142	CHRC 1
grants for home renovations	148	CMHC 21
grants for housing adaptations	148	CMHC 27

Subject	Page	Program
Guaranteed Income Supplement (GIS)	200	HWC 40
housing/planning and construction	146	CMHC 2
housing/statistics	255	SC 15
housing standards	146	CMHC 4
Old Age Security pension	200	HWC 39
older workers/financial assistance	220	LAB 12
pensions/document searches	255	SC 9
quality of life	199	HWC 29
reports	228	NCW 1
representation/policy making	226	NACA 1
research/funding	197	HWC 11
simplified tax returns	251	RCT 1
Spouse's Allowance and Widowed Spouse's Allowance	200	HWC 41
transportation	272	TC 76
transportation service improvement	273	TC 83
Seniors Independence Program	199	HWC 29
serial publications		
standard identification numbers	233	NLC 16
Service Income Security Insurance Plan	229	ND 14
Serviceman's Retirement Savings Plan	229	ND 14
Settlement Language Program (SLP)	176	EIC 59
sex discrimination <i>see</i> discrimination		
sexual harassment		
employment-related	142	CHRC 1
sexually transmitted diseases (STDs)		
management strategies	196	HWC 4
sheep ( <i>see also</i> livestock)		
showcase herds	132	AGR 27
Ship-Source Oil Pollution Fund (SOPF)	270	TC 53
ships/shipping ( <i>see also</i> marine; transportation)		
cargo inspection	269	TC 34
design/performance testing	236	NRC 15
dispute resolution	239	NTA 3
electronic equipment	270	TC 47
fisheries surveillance	190	F&O 18
fishing vessels/standards	269	TC 38
hulls/regulations	269	TC 37
ice conditions/charts	167	EC 9
icebreaking services	268	TC 25
inspection and certification	271	TC 57
inspection of foreign	271	TC 58
inspection of radio equipment	152	COM 26
machinery/regulations	269	TC 36
maintenance of waterways	269	TC 33
mariners/examination and certification	268	TC 29
mergers	239	NTA 3
movement/services	269	TC 42
navigation and communications safety	270	TC 44





Subject	Page	Program
navigational services/St Lawrence Seaway	258	SLSA 1
officers' certificates	268	TC 29
pollution regulations	269	TC 40
ports administration	242	PRC 1
registration	249	RCCE 19
registration/transfer of ownership	269	TC 35
regulations/St Lawrence Seaway	258	SLSA 2
safety systems	270	TC 48
search and rescue service	270	TC 46
stores/customs regulations	248	RCCE 2
survival equipment/standards and inspection	270	TC 48
tariff filing	239	NTA 4
transportation of dangerous goods	271	TC 61
weather services	166	EC 1
shipwrecks		
investigation/statistics	269	TC 43
short-wave broadcasts, international	136	CBC 3
sickness benefits		
medical screening of claimants	198	HWC 25
sign language interpretation, federal government	260	SS 19
signage services/federal	282	CCG 5
	282	CCG 9
signature authentication		
Canadian documents for use abroad	161	EAITC 18
silviculture ( <i>see also</i> forestry and forest products)		
fellowship	201	IDRC 1
penitentiary programs	284	CORC 1
SIN (Social Insurance Number)	172	EIC 9
protection of	241	PCC 1
skiing		
Gatineau Park	227	NCC 3
National Capital Region	227	NCC 1
Quebec City	226	NBC 1
small business <i>see</i> business and small business		
Small Business Loans Act	212	ISTC 35
smoking		
health improvement	197	HWC 9
regulations in aircraft	267	TC 10
Social Insurance Number (SIN)	172	EIC 9
protection of	241	PCC 1
social policy		
reports	228	NCW 1
social sciences		
grants	185	EMR 79
	264	SSHRC 1
	264	SSHRC 2
	232	NLC 7
reference services		
social security <i>see</i> income support programs		
softwood lumber duties		
export	249	RCCE 18
soil conservation		
agricultural activities	132	AGR 33

Subject	Page	Program
Prairie Farm Rehabilitation Administration (PFRA)	134	AGR 46
soil erosion		
environmental statistics	257	SC 34
soil stability research	184	EMR 65
solar energy		
passive/technology	180	EMR 26
research and development	181	EMR 34
sonic boom/complaints	229	ND 13
Sound and Light Show		
Parliament Hill	227	NCC 4
programs, interpretive	227	NCC 5
Sound Recording Development Program	150	COM 3
sound recordings		
deposit/National Library	232	NLC 4
service organizations/financial assistance	150	COM 4
source deductions		
income tax	252	RCT 2
space		
assembling and testing components	157	CSPA 9
astronauts' research	156	CSPA 3
astronauts' work station	156	CSPA 4
automation and robotics	157	CSPA 5
biotechnology	157	CSPA 6
materials science	157	CSPA 6
mobile satellite system (MSAT)	152	COM 35
museum	233	NMST 1
research	235	NRC 10
research and development/international	157	CSPA 8
station <i>Freedom</i>	156	CSPA 3
technology, marketing	164	EAITC 39
technology, research	156	CSPA 1
	156	CSPA 2
	236	NRC 16
Space Station Remote Manipulator System (SSRMS)	156	CSPA 4
Space Vision System	156	CSPA 3
Speaker		
House of Commons	119	HC 1
Special Projects – Legal Aid Program	217	JUST 7
Special Purpose Dextrous Manipulator (SPDM)		
space station <i>Freedom</i>	156	CSPA 4
Speech from the Throne	119	GG 1
sponsorship		
families/immigration	175	EIC 47
refugees/private organizations	175	EIC 48
relatives/immigration	175	EIC 47
Sport Canada	191	FAS 1
sporting goods and apparel		
export/global marketing	163	EAITC 32
sports		
associations/taxation	252	RCT 13
fitness program	191	FAS 2
funding	191	FAS 1
international, Francophone countries	161	EAITC 17

Subject	Page	Program
sports ( <i>continued</i> )		
international events	160	EAITC 5
international games	191	FAS 3
statistics	255	SC 18
violence	192	FAS 4
Spouse's Allowance		
benefits	200	HWC 41
statistics	255	SC 16
staffing		
audit of procedures	245	PSC 23
public service/appeals and investigations	244	PSC 21
standards ( <i>see also</i> regulations; safety standards and regulations)		
aeronautical product design	267	TC 11
audio-visual material	265	STCC 1
broadcasting	151	COM 19
catalogue	284	CGSB 2
classification/hazardous materials in the workplace	221	LAB 16
communications, personal	153	COM 43
computer network interface	152	COM 32
conditions of work	219	LAB 2
electrical/ships	269	TC 36
fishing vessels	269	TC 38
flight tests	266	TC 1
food nutrition and safety	195	HWC 1
grain quality	283	CGC 1
health/industry compliance	196	HWC 2
housing and community development	146	CMHC 4
hovercraft	268	TC 28
international	265	STCC 1
international aviation	267	TC 16
marine pilotage	270	TC 55
motor vehicle fuel consumption	181	EMR 39
motor vehicles	272	TC 68
national	265	STCC 1
preparation and dissemination	283	CGSB 1
radio equipment	152	COM 23
	152	COM 24
	152	COM 27
sales of the ISO and IEC standards	265	STCC 1
ship cargoes	269	TC 34
ship hulls	269	TC 37
ship radio equipment/inspection	152	COM 26
survival and life-saving equipment/vessels	270	TC 48
telecommunications systems	153	COM 36
telecommunications terminal equipment	152	COM 30
testing/radio apparatus	152	COM 24
veterinary drugs	196	HWC 6
Standards Information System of Canada (CANSIS)	265	STCC 1
START option	173	EIC 13
state ceremonies protocol	258	SS 1

Subject	Page	Program
state of the environment reporting process	170	EC 36
statistical services		
customized	254	SC 1
mapping	255	SC 8
Telichart	256	SC 33
statistics		
abortions	255	SC 15
accidents	255	SC 15
agriculture	254	SC 2
artists and performing arts	255	SC 18
balance of payments	256	SC 21
banks	256	SC 30
births	255	SC 10
book publishing and distribution	255	SC 18
building permits	256	SC 31
business	256	SC 29
Canada Pension Plan	255	SC 16
cancer	255	SC 15
child tax credit	255	SC 16
climate/long-range predictions	167	EC 7
climatological	166	EC 5
communications/radio and television	255	SC 14
construction	256	SC 31
consumer income and expenditure	256	SC 25
Consumer Price Index	256	SC 24
consumer services trade	256	SC 20
correctional services	255	SC 12
criminal and civil courts	255	SC 12
criminal injuries compensation	255	SC 16
cultural activities	255	SC 18
culture/government expenditures	255	SC 18
deaths	255	SC 10
designated groups/employment equity	174	EIC 26
disabled persons	255	SC 15
disease	255	SC 15
divorce	255	SC 10
education	255	SC 13
electric power/policy	178	EMR 8
employment	256	SC 26
employment/government	255	SC 11
energy	255	SC 5
energy supply and demand	177	EMR 2
environment	257	SC 34
ethnicity	255	SC 7
exports	256	SC 20
family allowances	255	SC 16
films	255	SC 18
finance/government	255	SC 11
financial	256	SC 30
fires	219	LAB 5
foreign ownership/corporation and unions	256	SC 28
forestry	195	FORC 3
	255	SC 3
freshwater	168	EC 17
fuel	255	SC 5





Subject	Page	Program
fuel sales	256	SC 32
generating stations	178	EMR 8
government enterprises	256	SC 30
government involvement in		
business	255	SC 11
grain handling	283	CGC 1
gross domestic product	256	SC 23
Guaranteed Income Supplement	255	SC 16
health	255	SC 15
heritage buildings	255	SC 18
hospitals	255	SC 15
housing	256	SC 31
immigration	176	EIC 58
imports	256	SC 20
income	255	SC 7
industrial corporations	256	SC 30
industrial production index	256	SC 23
industry	255	SC 7
	256	SC 23
inter-corporate ownership	256	SC 28
international trade	160	EAITC 8
	165	EAITC 46
investment, public and private	256	SC 30
justice	255	SC 12
juveniles	255	SC 12
kidney disease	255	SC 15
labour force	256	SC 26
labour information	221	LAB 15
labour unions/foreign control	256	SC 28
lakes and rivers	168	EC 17
leading indicators/economy	256	SC 22
legal aid	255	SC 12
	255	SC 16
lending institutions	256	SC 30
manufacturing	256	SC 29
marriage	255	SC 10
migration	255	SC 7
mineral	186	EMR 89
mining	255	SC 4
motor vehicles	256	SC 32
museums	255	SC 18
newspapers and periodicals	255	SC 18
occupations	255	SC 7
	256	SC 26
Old Age Security	255	SC 16
pension plans	255	SC 17
police	255	SC 12
population	255	SC 7
poverty	228	NCW 1
price changes	256	SC 24
productivity	256	SC 23
publications, diskettes and		
tapes	254	SC 1
Quebec Pension Plan	255	SC 16
recording industry	255	SC 18
recreation	255	SC 18
salaries	256	SC 26
science and technology	255	SC 6
shipwrecks	269	TC 43
social security	228	NCW 1
socio-economic	256	SC 33
sports	255	SC 18
Spouse's Allowance	255	SC 16

Subject	Page	Program
technology transfer	255	SC 6
telephone companies	255	SC 14
tourism	165	EAITC 47
	255	SC 19
trade	256	SC 20
transport	256	SC 32
tuberculosis	255	SC 15
unemployment	175	EIC 43
	256	SC 26
unemployment insurance	255	SC 16
workers' compensation	255	SC 16
Status of Disabled Persons		
Secretariat	258	SS 2
Statute Revision Commission	218	JUST 15
statutes ( <i>see also</i> legislation)		
federal/revision and		
consolidation	218	JUST 15
statutory regulations		
publication	283	CCG 16
Stay-in-School Initiative	173	EIC 12
Steacie Institute for Molecular Sciences	235	NRC 4
steel technology	186	EMR 83
Strategic Planning Service	193	FBDB 8
Strategic Technologies Program	209	ISTC 11
strikes		
adjudication of unlawful	145	CLRB 1
data	221	LAB 15
stroke research, biodiagnostics	235	NRC 6
students ( <i>see also</i> scholarships, fellowships and bursaries; youth)		
bursaries/summer language		
immersion studies	260	SS 17
business loans	172	EIC 10
complaints about financial		
institutions	240	OSFI 2
customs allowances	248	RCCE 5
election information kits	177	ELC 3
employment	172	EIC 10
employment training	174	EIC 28
enrolment statistics	255	SC 13
exchange travel program	259	SS 9
financial assistance/northern		
research	202	INAC 7
foreign/admission to Canada	175	EIC 46
foreign/customs allowance	248	RCCE 5
graduate, Francophone,		
science and technology	153	COM 45
graduate, thesis research		
award	201	IDRC 1
international development/		
scholarships	144	CIDA 11
law/exchange	218	JUST 12
loans/postsecondary		
education	260	SS 13
military careers/armed forces	228	ND 1
military careers/cadet corps	228	ND 4
native/accommodation	202	INAC 6
native/counselling	202	INAC 6
native/education allowances	202	INAC 6
native/summer employment	173	EIC 15
native/transportation	202	INAC 6



Subject	Page	Program
students ( <i>continued</i> )		
occupations and training programs	172	EIC 5
official language fellowships	260	SS 15
Official Language Monitor Program	260	SS 16
postsecondary, exchanges	160	EAITC 6
public service/CO-OP employment	242	PSC 3
public service careers	242	PSC 1
skills training and work experience	173	EIC 13
Stay-in-School Initiative	173	EIC 12
summer employment/federal public service	242	PSC 2
summer employment/subsidies	172	EIC 11
training program, co-operative	173	EIC 14
Summer Employment/Experience Development (SEED)	172	EIC 11
Summer Language Bursary Program	260	SS 17
Super Energy Efficient Home (SEEH) Program	179	EMR 25
superannuation		
public service	261	SSC 4
Supplemental Unemployment Benefit (SUB) plans	175	EIC 40
Supplier Promotion Program	263	SSC 16
Supplier Registration Program	263	SSC 19
suppliers ( <i>see also</i> contracts)		
federal government/goods and services	261	SSC 1
listings/contracts	281	CCG 1
Supreme Court of Canada ( <i>see also</i> table of contents)		
appeals/court martial	123	CMAC 1
surplus, government		
sale of	261	SSC 3
Survey of Employment, Payroll and Hours	256	SC 26
surveyors		
examination of candidates	187	EMR 98
surveys, hydrographic		
federal projects	246	PWC 3
surveys, land		
federal government	246	PWC 1
survivors' benefits		
Canada Pension Plan	200	HWC 38
swine ( <i>see also</i> livestock)		
price support	131	AGR 20
showcase herds	132	AGR 27
Sydney coal fields		
mining development	136	CBDC 1
symbols		
Canadian	227	NCC 5
Canadian, awareness of	259	SS 11
flags and badges	119	GG 2
System Improvement Reserve Program	274	TC 89

Subject	Page	Program
<b>T</b>		
tar sands		
research and development	185	EMR 80
tariffs ( <i>see also</i> excise tax; taxation)		
Alaska Highway gas pipeline	230	NEB 5
appeals, concessions	145	CITT 1
classification, free trade	249	RCCE 21
classification, reappraisal	248	RCCE 6
marine/motor vehicle/rail transport	239	NTA 4
oil and gas pipelines	230	NEB 1
pipeline companies/regulations	230	NEB 4
relief programs	248	RCCE 8
Tax Court of Canada ( <i>see also</i> table of contents)		
budgetary submissions	194	FJA 1
pension appeals	240	PAB 1
Tax Information Phone Service (TIPS)	254	RCT 26
taxation ( <i>see also</i> excise tax; income tax)		
energy products	178	EMR 11
estates, appeals	123	FCTC 1
films	252	RCT 8
grants in lieu of	246	PWC 1
	247	PWC 12
	247	PWC 14
GST (Goods and Services Tax)	249	RCCE 22
Indian taxation powers	205	INAC 32
petroleum products	178	EMR 11
tax reform reports	228	NCW 1
<i>Taxation Statistics</i>	252	RCT 6
taxes <i>see</i> taxation		
teachers		
bursaries/minority or second official language	260	SS 16
positions abroad with Canadian Forces	228	ND 3
statistics	255	SC 13
Teaching Taxes Program	253	RCT 19
Technical Aid Loan Bank		
public service	243	PSC 10
Technical Barriers to Trade (TBT), inquiry point in Canada	265	STCC 1
technical co-operation		
executive exchanges	243	PSC 7
technology ( <i>see also</i> science and technology; technology transfer)		
business service centres	211	ISTC 24
change/social effects	220	LAB 9
data base, Canadian and international	210	ISTC 20
development and transfer	127	ACOA 2
development assistance	127	ACOA 1
employer-employee adjustment	173	EIC 22
energy conservation	169	EC 32
environmental protection	169	EC 34
funding for new	277	WD 2



Subject	Page	Program
funding for research	209	ISTC 11
grain industry	144	CIGI 1
housing	146	CMHC 3
improved productivity/advice and funding	208	ISTC 5
industrial research	236	NRC 19
information, workshops	210	ISTC 16
information for business	211	ISTC 28
international spectrum allotment	151	COM 22
marketing of computer-based	164	EAITC 38
mineral resource	187	EMR 93
monitoring service	236	NRC 18
new employment skills/ training	173	EIC 20
scholarships	209	ISTC 14
trade shows	209	ISTC 12
transfer/accessible transportation	273	TC 84
transfer/aerospace industry	165	EAITC 42
transfer/agricultural sector	132	AGR 31
transfer/Asia – Pacific region	162	EAITC 24
transfer/biodiagnostics	235	NRC 6
transfer/bioenergy	181	EMR 35
transfer/biotechnology research	235	NRC 5
transfer/building research	246	PWC 10
transfer/communications and information services	152	COM 34
transfer/communications and information technology	153	COM 39
transfer/defence industry	165	EAITC 42
	229	ND 15
transfer/energy	180	EMR 26
transfer/financial assistance	215	ISTC 59
transfer/industrial research	236	NRC 19
transfer/information management	284	CHIN 2
transfer/intellectual properties	237	NRC 21
transfer/natural sciences and engineering	238	NSERC 1
transfer/radio and satellite communications	153	COM 38
transfer/solar energy research	181	EMR 34
transfer/space	156	CSPA 2
	157	CSPA 5
	157	CSPA 6
transfer/training/ environmental protection visits program, new technologies	169	EC 31
	212	ISTC 32
Technology Inflow Program (TIP)	163	EAITC 33
Technology Networking Guides	210	ISTC 20
Technology Outreach Program- Advance Industrial Materials (TOP-AIM)	208	ISTC 6
telecommunications (see also communications)		
advanced, research and development	153	COM 44
consulting services	154	COM 46
co-ordination/federal government services	154	COM 46

Subject	Page	Program
data transmission	154	COM 46
exporting	153	COM 40
federally regulated carriers	154	CRTC 1
international conferences	152	COM 31
ionospheric data	152	COM 33
marketing, international	164	EAITC 38
national services/radio and television	135	CBC 1
personal communications/ policy	153	COM 43
research	234	NRC 2
statistics	255	SC 14
technical assistance to developing countries	153	COM 41
terminal equipment	152	COM 29
	152	COM 30
Telecommunications Executive Management Institute of Canada (TEMIC)	153	COM 41
Telefilm Canada		
co-production agreements	150	COM 6
Teleglobe Canada		
regulation of	154	CRTC 1
telemarketing services		
employment for offenders	284	CORC 1
telephone		
company statistics	255	SC 14
Government of Canada directories	154	COM 46
mobile satellite system (MSAT)	152	COM 35
networks, terminal attachments	152	COM 30
toll-free/referral services	283	CCG 18
Telesat		
mobile satellite system (MSAT)	152	COM 35
regulation	154	CRTC 1
television		
broadcasting/channel allotment	151	COM 20
broadcasting/national	135	CBC 1
broadcasting/native languages	136	CBC 4
broadcasting/native languages/production resources	259	SS 7
broadcasting/royalties for retransmission	135	CB 1
broadcasting/technical certification and standards	151	COM 19
closed-captioned/income tax	252	RCT 7
historical	225	NA 2
new technologies, HDTV	151	COM 22
parliamentary network	136	CBC 2
regulation	151	COM 19
	154	CRTC 1
statistics	255	SC 14
Telichart	256	SC 33
tenders (see also contracts; suppliers)		
defence construction	159	DCC 1
federal/goods and services	281	CCG 1
federal buildings, construction	247	PWC 15



Subject	Page	Program
terminology		
federal services	260	SS 20
TERMIUM (Canadian government terminology bank)	260	SS 20
Terra Nova Telecommunications		
regulation of	154	CRTC 1
territorial boundaries/surveys	183	EMR 57
territorial lands		
records of surveys	184	EMR 64
surveys	183	EMR 63
Territorial Lands Act and regulations	205	INAC 37
territorial policing agreement	250	RCMP 1
textile industry		
CA numbers	138	CCAC 6
import/export controls	162	EAITC 21
Textile Labelling and Advertising Regulations	138	CCAC 6
theatre <i>see</i> arts, performing		
Theratronics International Limited	142	CDVIC 1
Thérèse F Casgrain Fellowship	264	SSHRC 3
thermodynamics		
research and development	235	NRC 8
theses		
Canadian	231	NLC 2
Canadian, cataloguing and reproduction	233	NLC 17
Third World <i>see</i> international development		
thorium/nuclear policy	178	EMR 7
Timber Frame Construction Program	214	ISTC 51
Timber Marking Act	138	CCAC 12
time standard, radio/television service	235	NRC 3
tires		
recall register	272	TC 70
recycling	179	EMR 19
safety standards and regulations	272	TC 69
tobacco		
growers/alternative crops	132	AGR 26
products, customs exemptions	248	RCCE 5
products, health hazards	196	HWC 3
use/community action programs	197	HWC 9
Tobacco Transition Adjustment Initiative (TTAI)	132	AGR 26
toll-free telephone service, Reference Canada and special projects	283	CCG 18
TOP-AIM (Technology Outreach Program-Advance Industrial Materials)	208	ISTC 6
tourists/tourism ( <i>see also</i> travel)		
Asia-Pacific region	162	EAITC 24
climate data	166	EC 6
customs exemptions	248	RCCE 5
development and promotion	212	ISTC 37
improved competitiveness	212	ISTC 38
market development abroad	165	EAITC 47
National Capital Region	227	NCC 4
	227	NCC 5
	228	NCC 7

Subject	Page	Program
Northern Ontario	216	ISTC 63
research	212	ISTC 36
statistics	255	SC 19
support in Northern Ontario	215	ISTC 58
visitor services in National Capital Region	228	NCC 7
tours		
arts/financial assistance	137	CC 1
arts/international	150	COM 3
Gatineau Park/National Capital Region	227	NCC 3
heritage sites	170	EC 43
military establishments and ships	229	ND 6
National Battlefields Park	226	NBC 1
National Gallery of Canada	231	NGC 1
National Library	233	NLC 18
Rideau Hall	119	GG 6
Royal Canadian Mint	250	RCM 5
Supreme Court of Canada	124	SUPC 1
war museum	158	CWM 1
toys, standards	265	STCC 1
trade ( <i>see also</i> free trade)		
aerospace, marine and defence products	164	EAITC 39
agriculture	164	EAITC 37
anti-competitive practices	158	CT 1
aquaculture	164	EAITC 37
Asia – Pacific region	162	EAITC 24
associations/financial assistance	151	COM 17
barriers, technical/inquiry point in Canada	265	STCC 1
business service centres	211	ISTC 24
commissioners	162	EAITC 27
effect on Canada	194	FIN 1
export information services	160	EAITC 7
financial help for businesses in Northern Ontario	216	ISTC 60
fish/fisheries	164	EAITC 37
	189	F&O 1
	194	FFMC 1
	164	EAITC 37
food industries		
foreign/assistance to Canadian business	140	CCC 1
foreign/investment in Canada	163	EAITC 34
foreign/performance and bid security	171	EDC 1
foreign/trade commissioners	162	EAITC 27
forest products	164	EAITC 37
	195	FORC 4
grains and oilseeds	130	AGR 12
information	160	EAITC 7
	160	EAITC 11
information hotline	160	EAITC 7
inquiries about dumping	145	CITT 1
international	163	EAITC 30
international/data bank	160	EAITC 8
international/development	162	EAITC 26
international/Globe '94	212	ISTC 39
international/statistics	165	EAITC 46
international/Western, aid	277	WD 3
international/Western region	277	WD 1
manufacturing industries	163	EAITC 29





Subject	Page	Program
missions, company selection	164	EAITC 38
North America/free trade negotiations	162	EAITC 23
obstacles	165	EAITC 45
policy, information	159	EAITC 2
	159	EAITC 3
policy review	237	NRTEE 2
promotion assistance	212	ISTC 34
publications	160	EAITC 9
resources and chemicals	164	EAITC 37
services/exporters	163	EAITC 28
statistics	256	SC 20
trade dollars, minting of	249	RCM 2
trade practices, contravention of Competition Act	138	CCAC 10
trademarks		
authentication for use abroad/applications	161	EAITC 18
computerized list	139	CCAC 14
registration	139	CCAC 14
trails		
bicycle	227	NCC 1
	227	NCC 3
conservation/interpretation	227	NCC 2
ski	227	NCC 1
	227	NCC 3
training ( <i>see also</i> education; employment)		
aeromedicine	197	HWC 14
assistance for unemployed workers	173	EIC 18
auditors	281	CAC 1
Canadian Coast Guard College	270	TC 54
Canadian Rural Transition Program	174	EIC 32
commercial services, government-industry	211	ISTC 30
contract-related issues/ native peoples	203	INAC 9
customs and excise	249	RCCE 20
disabled persons/vocational rehabilitation	200	HWC 35
emergency planning	188	EPC 7
employers/employment equity	173	EIC 25
employment/assistance	172	EIC 6
employment/co-operative education	173	EIC 14
exporters/US buyers	164	EAITC 36
exporters/western Europe	162	EAITC 25
facilities for federal departments	247	PWC 16
farm management skills	133	AGR 38
federal returning officers/elections	177	ELC 1
fire prevention/federal public service	219	LAB 5
firefighters/municipalities	268	TC 21
foreign languages	160	EAITC 10
hazardous materials in the workplace	221	LAB 16
health research workers	197	HWC 11
health science research	224	MRC 2

Subject	Page	Program
job search skills	172	EIC 3
job search techniques	172	EIC 2
justice professionals	217	JUST 4
manuals, publications	201	IDRC 2
marine survival	268	TC 30
military	228	ND 1
	228	ND 2
native peoples/ archaeological resources	151	COM 13
native peoples/band by-laws	203	INAC 17
native peoples/career development	243	PSC 8
native peoples/health-related careers	198	HWC 24
native peoples/public service careers	243	PSC 9
new skills/worker assistance	173	EIC 20
offenders	154	CSC 1
offenders/manufacturing and marketing	284	CORC 1
police	250	RCMP 5
public service	140	CCMD 1
	244	PSC 16
public service/official languages	244	PSC 15
purchased courses	174	EIC 29
resources for family violence prevention	199	HWC 31
self-employment assistance	174	EIC 27
services for aircraft	267	TC 15
skill shortages/employer subsidy	173	EIC 20
skills/aquaculture and seafood processing	215	ISTC 56
skills development/native businesses	208	ISTC 4
small business	192	FBDB 5
small business/community	192	FBDB 7
social assistance recipients	199	HWC 30
technical/telecommunications	153	COM 41
transportation accessibility for disabled persons	273	TC 83
unemployed workers	174	EIC 30
unemployment insurance support	175	EIC 38
women's programs	244	PSC 13
workplace-based	173	EIC 20
work-sharing programs	175	EIC 37
workers entering labour force	174	EIC 28
Training and Development Canada (TDC)	244	PSC 16
trains <i>see</i> railways; transportation		
transfer payments		
federal-provincial/health	197	HWC 10
translation		
services/federal government	260	SS 19
terminology assistance	260	SS 20
Transport Development Centre	273	TC 85

Subject	Page	Program
transportation ( <i>see also</i> air transportation; railways; ships/shipping)		
accessibility for disabled persons	272	TC 76
	273	TC 79
accessible, technology	273	TC 84
airport commercial development	267	TC 17
airport construction and maintenance	246	PWC 7
alternative fuels	180	EMR 33
anniversary bus tour	272	TC 78
Arctic, climate data	166	EC 6
art	150	COM 10
aviation museum	226	NAM 1
bonded carriers	248	RCCE 2
bridges	258	SLSA 4
buses, accessibility	272	TC 77
	272	TC 78
	273	TC 80
container traffic	242	PRC 1
corridors research	184	EMR 65
customs monitoring systems	248	RCCE 3
dangerous goods	271	TC 60
	271	TC 61
	271	TC 62
disabled persons, airport taxis and buses	273	TC 80
disabled persons, complaints	239	NTA 5
elderly and disabled persons	272	TC 76
emergency planning	268	TC 24
engine efficiency	181	EMR 38
explosives	187	EMR 97
ferries	222	MA 1
	273	TC 86
foreign/customs control	248	RCCE 9
fuel efficiency	181	EMR 38
grain	144	CIGI 1
	158	CWB 1
	274	TC 88
	274	TC 89
grain, feed	221	LFB 1
	222	LFB 2
grains and oilseeds	130	AGR 13
heritage exhibits	150	COM 10
highways, carriers	271	TC 61
highways and highway facilities/assistance	274	TC 90
international exhibitions	151	COM 15
international oil markets	178	EMR 12
labour relations	145	CLRB 1
licensing/air carriers	239	NTA 6
licensing/rail carriers	239	NTA 6
licensing/water carriers	239	NTA 6
loans to immigrants	176	EIC 50
marine, ice conditions	167	EC 9
marine, vessel traffic services (VTS)	269	TC 42
motor carriers/policy development	274	TC 91
motor vehicle fuel consumption standards	181	EMR 39

Subject	Page	Program
motor vehicle safety information	272	TC 75
motor vehicle safety research	272	TC 68
museum	226	NAM 1
	233	NMST 1
native peoples/medical aid	198	HWC 22
native students	202	INAC 6
Native Education Awards Program	149	CN 5
natural gas	178	EMR 15
natural gas/information	178	EMR 13
Natural Gas Vehicle Program	181	EMR 40
networks, mapping	183	EMR 60
planning services for conferences and special events	282	CCG 6
policy/regulation	239	NTA 7
port facilities	270	TC 49
Pro-fisher Program	180	EMR 32
Pro-trucker Program	181	EMR 42
public hearings	239	NTA 8
rail, allocation of cars for grain	283	CGC 1
rail, boarding systems for disabled passengers	273	TC 79
rail, freight	149	CN 1
rail, passenger services	276	VIA 1
rail, safety	149	CN 2
rail, services	149	CN 3
railway network planning	239	NTA 2
rates and services dispute resolution	239	NTA 3
regulations	239	NTA 8
research	235	NRC 8
road and bridge construction	246	PWC 8
seaway navigation services	258	SLSA 1
statistics	256	SC 32
subsidies	222	LFB 2
	239	NTA 1
	273	TC 86
tariffs/contracts	239	NTA 4
tax	124	TCC 1
Transport Development Centre	273	TC 85
vehicle efficiency	181	EMR 38
Transportation Energy Technology Program	181	EMR 38
transportation industry employment equity	173	EIC 24
travel ( <i>see also</i> tourists/tourism)		
automobile rental rates for public servants	262	SSC 12
disease control	197	HWC 15
documents	285	PO 1
drug awareness for Canadians	159	EAITC 1
elderly and disabled persons for technological aquisition, assistance	272	TC 76
	163	EAITC 33
foreign/assistance	162	EAITC 22
free trade regulations	176	EIC 60
hotel directory for public servants	262	SSC 11
immunization	197	HWC 15





Subject	Page	Program
planning, science and technology	209	ISTC 7
promotion of Canadian tourism abroad	165	EAITC 47
public servants	262	SSC 10
public servants/credit cards	262	SSC 9
public servants/hotels	262	SSC 11
public servants/rental rates for cars	262	SSC 12
statistics	255	SC 19
	256	SC 32
youth exchange	259	SS 9
Treasury Bills	134	BC 3
Treasury Board Secretariat	265	TB 1
treaties		
obligations to First Nations	203	INAC 12
Treaty Commissioner in Saskatchewan, Office of the	203	INAC 12
Trent-Severn Waterway	170	EC 39
trucking ( <i>see also</i> transportation)		
Atlantic region/eastern Quebec	239	NTA 1
energy efficiency information	181	EMR 42
mergers and acquisitions	239	NTA 3
trust companies ( <i>see also</i> financial institutions), supervision	240	OSFI 1
trustees-in-bankruptcy	138	CCAC 11
tuberculosis		
management strategies	196	HWC 4
turkey marketing agency	231	NFPMC 1

## U

ultra-light aircraft	266	TC 7
unemployment ( <i>see also</i> employment)		
financial aid for older workers	220	LAB 12
job placement assistance	173	EIC 18
preventive consultation	173	EIC 22
purchased training courses	174	EIC 29
statistics	256	SC 26
training and wage subsidies for employers	174	EIC 30
training and work experience	173	EIC 21
unemployment insurance		
appeals	175	EIC 36
	124	TCC 1
benefits	175	EIC 36
benefits for older workers	220	LAB 13
eligibility of contributors	253	RCT 25
fraud investigation	175	EIC 44
job creation	175	EIC 39
maternity benefits	175	EIC 41
medical screening of claimants	198	HWC 25
parental leave benefits	175	EIC 41
premium reduction	175	EIC 42
statistics	175	EIC 43
	255	SC 16
supplemental benefits	175	EIC 40

warrants/redemption and validation	262	SSC 6
while training	175	EIC 38
work-sharing benefits	175	EIC 37
Unemployment Insurance Act		
appeals	124	TCC 1
UNESCO	141	CCU 1
audio-visual certification program	150	COM 5
unfair labour practice		
complaints	145	CLRB 1
unions		
employment equity services	173	EIC 25
financial assistance	220	LAB 8
international development	144	CIDA 5
labour-management bodies	220	LAB 9
statistics	256	SC 27
United Nations		
Canadian involvement	161	EAITC 16
educational organization	141	CCU 1
United Nations Conference on Environment and Development (UNCED)	201	IDRC 3
	237	NRTEE 2
United Nations Convention, status of refugees	207	IRB 1
United Nations World Food Program	144	CIDA 7
United States Foreign Launch Fund	274	TFC 1
Unitel Telecommunications		
regulation of	154	CRTC 1
universities ( <i>see also</i> scholarships, fellowships and bursaries; students)		
advisory board on science and technology	209	ISTC 10
financial assistance/technological research	209	ISTC 11
funding for integrated research	210	ISTC 19
grants/agricultural research	129	AGR 1
grants/natural sciences and engineering	238	NSERC 1
grants/veterinary medicine	129	AGR 1
GST rebate program	249	RCCE 23
health research, industry collaboration	224	MRC 3
international development	144	CIDA 5
law exchange programs	218	JUST 12
public service careers for graduates	242	PSC 1
statistics	255	SC 13
theses reproduction and sale	233	NLC 17
training/northern research	202	INAC 7
University and College Entrance Preparation (UCEP)		
financial assistance	202	INAC 5
University of Ottawa		
fellowships/law	218	JUST 13
University of Sherbrooke		
law exchange program	218	JUST 12
Unsolicited Services Brokerage Service (USBS)	263	SSC 20



Subject	Page	Program
uranium ( <i>see also</i> nuclear energy)		
export/import control and refining regulations	128	AECB 1
identification of resources	178	EMR 6
mining/labour relations	145	CLRB 1
nuclear policy	178	EMR 7
Urban Native Non-profit Housing Program	147	CMHC 14
User Development Program, space-based	157	CSPA 6

## V

vaccines		
adverse events surveillance	196	HWC 4
veterinary/control	129	AGR 4
Vancouver Port Corporation	242	PRC 1
	142	CHPC 1
Vancouver Trade and Convention Centre	142	CHPC 1
Variety Corporation	142	CDVIC 1
venture capital	192	FBDB 2
financial assistance/consulting services	215	ISTC 59
loans to business	193	FBDB 10
Versioning Assistance Fund	274	TFC 1
veterans		
Army Benevolent Fund	276	VAC 3
Commonwealth war graves	276	VAC 7
merchant navy	271	TC 56
pensions	276	VAC 5
pensions, adjudication	124	TCC 1
pensions, appeals	276	VAC 6
pensions, legal service	276	VAC 4
services	276	VAC 2
statistics	255	SC 16
Veterans Appeal Board	276	VAC 6
Veterans Independence Program	276	VAC 2
veterinary medicine		
control, marketing and standards	196	HWC 6
research	196	HWC 6
research funding	129	AGR 1
	224	MRC 1
research grants	238	NSERC 3
vaccine control	129	AGR 4
veterinary products		
certification	129	AGR 4
VFR (Visual Flight Rules)		
information for pilots	266	TC 2
VIA Rail Canada ( <i>see also</i> table of contents)		
funding	274	TC 88
victims		
crime, services	218	JUST 9
emergency housing/family violence	147	CMHC 10
	147	CMHC 11
Victims Resource Centre	218	JUST 9
Victoria Island		
facility use, for fee	228	NCC 8

Subject	Page	Program
video <i>see</i> film and video		
Vieux-Port de Québec	145	CLC 1
visas		
employment, student, visitor, immigrant	175	EIC 46
visible minorities		
employment, public service	244	PSC 14
employment equity	173	EIC 25
employment equity/federal contractors	173	EIC 23
legal information/funding, community associations	217	JUST 2
public service/counselling	243	PSC 12
women/support groups	223	MCC 11
workplace-based training	173	EIC 20
Vision 2000	153	COM 43
Visiting Fellowships in Canadian Government Laboratories	238	NSERC 4
Visitor Rebates Program	248	RCCE 10
visitors to Canada		
visa application	175	EIC 46
Vocational Rehabilitation of Disabled Persons Program	200	HWC 35
Voluntary Action Program	222	MCC 3
voluntary organizations		
bilingualism	260	SS 14
consumer/financial assistance	137	CCAC 1
disabled persons/financial assistance	258	SS 3
disabled persons/program development	258	SS 2
elections, information programs	177	ELC 2
funding	222	MCC 3
funding for literacy teaching	175	EIC 34
health/collaboration	197	HWC 8
immigration/Host Program	176	EIC 53
international development	143	CIDA 4
literacy	223	MCC 7
official languages, funding	260	SS 18
refugees/sponsorship	175	EIC 48
retired engineers, scientists, technicians	209	ISTC 15
settlement assistance to immigrants	176	EIC 51
welfare/consultative support	199	HWC 27
women, funding	261	SS 21
Voluntary Survey Program		
Canadian Inventory of Historic Buildings	170	EC 40
volunteers		
awards	200	HWC 37
parks and historic sites	170	EC 42
tax-filing assistance	253	RCT 17
voting eligibility	177	ELC 1



Subject	Page	Program
<b>W</b>		
wage rates <i>see</i> employment		
war emergency		
government continuity	188	EPC 1
war graves/Commonwealth	276	VAC 7
War Measures Act		
Japanese Canadians	223	MCC 6
war medals	275	VAC 1
war museum	158	CWM 1
War Veterans Allowance Act	124	TCC 1
warehousing and distribution		
services	282	CCG 11
waste reduction <i>see</i> conservation; environment; pollution control		
water		
development, Prairies	134	AGR 46
monitoring/Arctic	206	INAC 47
policy, federal	168	EC 19
protection of freshwater	168	EC 17
quality, drinking/health		
hazards	196	HWC 3
quality, national guidelines		
and objectives	168	EC 22
quality, research	168	EC 20
resource appraisal	168	EC 23
supply, climate applications	166	EC 6
supply, research	168	EC 22
surface and ground	168	EC 21
water management		
Canada – US border	201	IJC 1
information	168	EC 18
Lake Ontario and St		
Lawrence River	269	TC 31
legislative initiatives	168	EC 18
northern, inland	205	INAC 38
research	168	EC 18
waterways		
construction in	270	TC 51
dredging and maintenance	246	PWC 3
	246	PWC 6
icebreaking services	268	TC 25
icebreaking services/Arctic	268	TC 27
maintenance	269	TC 33
recreational	170	EC 39
rivers, heritage	170	EC 38
rivers, protection	168	EC 17
wave research	167	EC 11
weapons		
prohibited, import	249	RCCE 14
registration and index	250	RCMP 4
weather services ( <i>see also</i> climate)		
agriculture, fishing, forestry	166	EC 3
Canadian forces	166	EC 4
forecasts and warnings,		
public and marine	166	EC 1
marine	167	EC 11
oceanographic data	189	F&O 3
	190	F&O 22
weather stations		
construction services	246	PWC 5

Subject	Page	Program
wedding anniversaries		
message from Governor		
General	119	GG 5
message from Queen	119	GG 5
<i>Weekly Checklist of Canadian</i>		
<i>Government Publications</i>	282	CCG 13
weighing devices inspection	137	CCAC 3
welfare ( <i>see also</i> income support programs)		
Canada Assistance Plan	199	HWC 26
citizens' advisory body	228	NCW 1
grants for research and		
development	199	HWC 27
Welland Canal		
navigation services	258	SLSA 1
Western Accord		
oil export advice	230	NEB 3
Western Diversification Program	277	WD 2
Western region		
business development	277	WD 1
funding/business		
development	277	WD 2
wharves		
construction, maintenance	246	PWC 6
wheat <i>see</i> grains and oilseeds		
WHMIS (Workplace Hazardous Materials Information System)	139	CCAC 18
	139	CCAC 19
	221	LAB 16
Widowed Spouse's Allowance		
benefits	200	HWC 41
wildlife		
research/ecology	167	EC 12
research/migratory birds	167	EC 13
violation reporting/British		
Columbia	191	F&O 24
WIN (World Information Network)		
Exports	165	EAITC 46
wind energy		
research and development	181	EMR 34
wine and grape producers		
joint industry-government		
initiatives	211	ISTC 30
support	133	AGR 35
winter carnival		
National Capital Region	227	NCC 4
Winterlude		
festival	227	NCC 4
Wizards network		
school visits by retired		
engineers, scientists	209	ISTC 15
women		
abuse	199	HWC 31
and change/research		
fellowships	264	SSHRC 3
awards for research	238	NSERC 2
community action programs	197	HWC 9
co-ordinating agency for		
equality	265	SWC 1
emergency housing	147	CMHC 10
	147	CMHC 11
employment equity	142	CHRC 1
	173	EIC 23
	173	EIC 25



Subject	Page	Program
women ( <i>continued</i> )		
engineering and natural sciences scholarships	209	ISTC 13
equal opportunities/public service	243	PSC 11
equal pay	219	LAB 3
equality and foreign policy	161	EAITC 15
equity in the workplace/funding	220	LAB 10
	220	LAB 11
farmers/financial assistance	134	AGR 45
funding for programs	261	SS 21
immigrant and visible minority groups	223	MCC 11
native/participation in society	259	SS 6
non-traditional careers/scholarships	149	CN 4
poverty	228	NCW 1
public service/counselling	243	PSC 12
public service/promotion of equity	244	PSC 13
research on women's issues	135	CACSW 1
seniors' programs	199	HWC 29
special-needs refugees	176	EIC 54
sports	191	FAS 3
technology programs	209	ISTC 14
work/policy issues	264	SSHRC 2
workplace-based training	173	EIC 20
Women at Risk Program	176	EIC 54
Women's Career Counselling and Referral Bureau	243	PSC 12
wood preservatives		
technical information	129	AGR 7
wood products industry <i>see</i> forestry and forest products		
Work Sharing Program	175	EIC 37
workers ( <i>see also</i> employment) compensation	188	EPC 3
	220	LAB 7
foreign/admission to Canada	175	EIC 46
Mexican and Caribbean/farm	173	EIC 17
occupational diseases, health/safety information	141	CCOHS 1
older, benefits	220	LAB 12
older, financial assistance	220	LAB 13
protection from hazardous products	138	CCAC 4
recruitment program for foreign	173	EIC 16
statistics on compensation	255	SC 16
supplemental unemployment benefit plans	175	EIC 40
workplace-based training	173	EIC 20
workplace		
automation/research	153	COM 42
data on conditions	221	LAB 15
hazardous materials	221	LAB 16
workplace-based training	173	EIC 20
Workplace Equity Fund	220	LAB 11
Workplace Hazardous Materials Information System (WHMIS)	139	CCAC 18
	139	CCAC 19
	221	LAB 16

Subject	Page	Program
Workshops on Informatics for Senior Executives (WISE)	210	ISTC 16
World Administrative Radio Conferences	152	COM 31
World Data Centre		
ionospheric data	152	COM 33
World Environment Day	171	EC 46
World Food Day	132	AGR 32
World Information Network (WIN) for Exports	165	EAITC 46
World Trade Centre, Vancouver	142	CHPC 1
World War II		
Japanese Canadians/redress	223	MCC 6
merchant navy	271	TC 56
World Wildlife Fund (Canada)	167	EC 12
writers ( <i>see also</i> publishers/publishing)		
Canadian/manuscripts	232	NLC 5
financial assistance	137	CC 1
Inuit/assistance	202	INAC 3
royalties for lending rights	137	CC 2

## XYZ

X-rays, health hazards	196	HWC 3
Young Canadian Researchers Award	201	IDRC 1
young offenders ( <i>see also</i> offenders)		
legal aid	217	JUST 6
native people/assistance	218	JUST 10
policy and programs	218	JUST 8
Young Offenders Act	217	JUST 6
youth ( <i>see also</i> students)		
cadet services	228	ND 4
community action programs	197	HWC 9
elections, information		
programs	177	ELC 2
employment training	174	EIC 28
environmental clean-ups	171	EC 48
exchange program	259	SS 9
funding for 4-H movement	133	AGR 39
funding for international exchanges	144	CIDA 12
funding for science and technology	261	SSC 2
funding for science projects	210	ISTC 17
justice policy and programs	218	JUST 8
juvenile justice	218	JUST 8
legal aid for offenders	217	JUST 6
	218	JUST 8
legal information/funding	217	JUST 2
literacy	175	EIC 34
military careers	228	ND 1
proof-of-age ID searches	255	SC 9
science and technology, public awareness	210	ISTC 18
science awards	237	NRTEE 3





Subject	Page	Program
Youth Initiatives Fund	144	CIDA 12
economic development		
agreements	206	INAC 41
health services	198	HWC 20
industries/labour relations	145	CLRB 1
land management	205	INAC 37
oil and gas	230	NEB 6

Subject	Page	Program
oil, gas and mineral		
resources	205	INAC 39
radio and television service	136	CBC 4
water management	205	INAC 38
zoology museum	148	CMN 1





# *Part I*

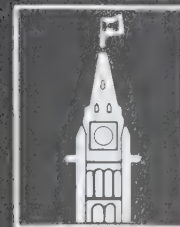
## *Programs and Services*

1. *Parliament*
2. *Judiciary*
3. *Departments, Agencies,  
Crown Corporations*
4. *Special Operating Agencies*









***Parliament***







## Governor General (GG)

Government House  
1 Sussex Drive  
Ottawa, Ontario  
K1A 0A1

Information: Ottawa/Hull (613) 993-8200.

### GG 1

Governor General of Canada: as representative of the Queen, who is the Head of State of Canada, the Governor General is appointed by Her Majesty on the advice of the Canadian Prime Minister. The Governor General summons, prorogues and dissolves Parliament; gives Royal Assent to bills passed by the House of Commons and the Senate; delivers the Speech from the Throne at the opening of sessions; presides over the swearing-in of the Prime Minister, the Chief Justice of the Supreme Court of Canada, Cabinet ministers and other members of the Privy Council; and signs state documents such as Orders-in-Council, commissions and pardons. In addition to receiving letters of credence of newly appointed ambassadors to Canada and letters of commission of high commissioners to Canada, the Governor General receives the Queen, other members of the Royal Family, visiting heads of state and foreign dignitaries. The Governor General is also the Commander-in-Chief of the Canadian Forces. Additional responsibilities include overseeing the Canadian Honours System (for example, the Order of Canada, the Order of Military Merit, the Decorations for Bravery and the Canadian Heraldic Authority).

### GG 2

Canadian Heraldic Authority: created 4 June 1988, the Authority provides a mechanism for granting new coats of arms to Canadian communities, corporations, associations and individuals. Many records created by the Authority are accessible to the public. The Public Register of Arms, Flags and Badges of Canada is an index that records, pictorially and textually, all registrations once they are officially approved and sealed. A fee is charged for heraldic research and design. Inquiries: (613) 991-2227.

### GG 3

The Order of Canada: created in 1967, the Order of Canada was established as the centrepiece of the Canadian Honours System. Based on merit, it pays tribute to those who exemplify the greatest qualities of citizenship and whose contributions enrich the lives of their contemporaries. The continuing success of the Order depends on Canadians everywhere participating in the nomination process. A convenient nomination form can be obtained from Rideau Hall, and anyone may propose the name of a deserving Canadian as a candidate for appointment. Inquiries: (613) 991-0894.

### GG 4

The Decorations for Bravery: the Decorations for Bravery recognize the qualities of heroism in those who risk their lives to save or protect others. The incident need not have taken place in Canada and the rescuer need not be a Canadian, but Canadians or Canadian interest should be involved. The incident must have occurred less than two years before the date of the submission. The success of the bravery decorations program requires the active support of public and private bodies throughout the country. Inquiries: (613) 991-0894.

### GG 5

Anniversary Messages: eligible individuals may request that the Governor General send a special birthday or wedding anniversary message. Canadians must be 90 years of age or over, or be celebrating 50 years or more of marriage. Messages may be requested of the Queen for 60th (or over) wedding anniversaries, and for 100th (or over) birthdays. Inquiries: (613) 993-2913.

### GG 6

Guided Tours: outdoor walking tours of Rideau Hall are conducted year-round, enabling the public to visit the grounds of the official residence. Tours of the public rooms of Rideau Hall are available to associations and organizations. Inquiries: Ottawa/Hull (613) 998-7113/7114; *see also* Toll-free Telephone Services section.



## House of Commons (HC)

Wellington Street  
Ottawa, Ontario  
K1A 0A6

Information: Ottawa/Hull (613) 992-4793; for hearing-impaired people (613) 995-2266.

### HC 1

The House of Commons is the elected legislative chamber of Canada's Parliament. The other component parts are the Senate and the Crown. To become law, all federal legislation must be passed by the House of Commons and the Senate, and then receive Royal Assent.

The House of Commons comprises 295 elected members of Parliament representing 295 constituencies, or ridings, across Canada. The size of each constituency is roughly based on population; the number and boundaries of constituencies are reviewed after every decennial census pursuant to the Constitution and to the Electoral Boundaries Readjustment Act. Under the Constitution, members are elected by universal suffrage. General elections must be held at least every five years.



### House of Commons (*continued*)

The Speaker of the House of Commons, a sitting Member of the House who is elected to the speakership by his or her peers, presides over the deliberations of the House and is the senior administrative officer of the House. Concerning administrative duties, the Speaker receives management direction from the Board of Internal Economy. The Board comprises government and opposition members of the House of Commons and is chaired by the Speaker.



### Library of Parliament (LP)

Parliament Buildings  
Wellington Street  
Ottawa, Ontario  
K1A 0A9

Information: Ottawa/Hull (613) 995-1166.

Members responsible:  
Speaker of the Senate and Speaker of the House of Commons

#### LP 1

The Library of Parliament offers reference, research and information services and resources to parliamentarians. Library publications include a selection of national press clippings *Quorum*; current issue reviews, legislative summaries, backgrounders; and indexes to current Senate committee proceedings and debates. Research officers provide research studies, oral briefings and assistance to parliamentary committees. The Library has access to over 2000 computerized data bases in addition to its own on-line catalogue of collection resources.



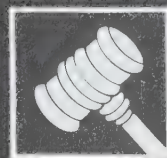
### The Senate (SEN)

Parliament Buildings  
Wellington Street  
Ottawa, Ontario  
K1A 0A4

Information: Ottawa/Hull (613) 995-1900;  
Communications (media and public relations)  
(613) 992-1149; toll-free from anywhere in Canada  
1-800-267-7362; Fax (613) 995-4998.

#### SEN 1

The Senate was created to protect regional and minority interests. Senators are appointed by the Prime Minister. In its legislative role, the Senate accepts, amends or rejects all bills passed by the House of Commons. As well, some legislation originates in the Upper House. Both Houses of Parliament must give approval to a bill before it can receive Royal Assent. The Senate also has a number of committees that study legislation as well as social, public and international problems or issues concerning Canadians.



# ***Judiciary***







## Canadian Judicial Council (CJC)

112 Kent Street, Room 450  
Ottawa, Ontario  
K1A 0W8

Information: Ottawa/Hull (613) 998-5182.

Minister responsible:  
Minister of Justice

### CJC 1

The Council promotes efficiency, uniformity and improved judicial service in superior and county courts. It organizes seminars for the continuing education of judges and deals with complaints against federally appointed judges.



## Court Martial Appeal Court of Canada (CMAC)

Federal Court of Canada Building  
Kent and Wellington Streets  
Ottawa, Ontario  
K1A 0H9

Information: Ottawa/Hull (613) 996-6795.

### CMAC 1

The Court Martial Appeal Court of Canada is a superior court of record. It has the same jurisdiction in appeals of convictions by courts martial as do provincial and territorial courts of appeal in the case of criminal convictions. An appeal may be made to the Supreme Court of Canada by leave of that Court or where there has been a dissenting judgment on any question of law. The Rules of Practice and Procedure of the Court Martial Appeal Court are different from those of the provincial and territorial courts of appeal in criminal appeals, mainly because the Judge Advocate General rather than the appellant is responsible for preparing the trial record. Under the Rules, the Chief Justice may authorize appointment of counsel for an appellant at public expense. Furthermore, any member in good standing of a law society in Canada is entitled to appear before the Court, as are officers of the Judge Advocate General's Branch of the Department of National Defence.



## Federal Court of Canada (FCTC)

Principal Office  
Supreme Court of Canada Building  
Kent and Wellington Streets  
Ottawa, Ontario  
K1A 0H9

Information: Ottawa/Hull (613) 995-6719; for other offices *see* Part II, Addresses.

The Federal Court of Canada is a court of law, equity and admiralty, and a superior court of record having civil and criminal jurisdiction. It consists of the Federal Court of Appeal, with the Chief Justice and 10 judges, and the Federal Court – Trial Division, with the Associate Chief Justice and 13 judges.

### FCTC 1

Hearings and Appeals: the Federal Court of Canada has one Registry for the entire country, which is responsible for administration of the Court's legal proceedings. The Trial Division has jurisdiction in cases in which relief is claimed against the Crown, and in cases in which relief is claimed by the Crown or the Attorney General of Canada. It also conducts hearings on industrial property proceedings, income tax and estate tax appeals, citizenship appeals and admiralty proceedings. The Federal Court of Appeal hears appeals from the Trial Division and reviews decisions of federal boards. Hearings may be held anywhere in the country at times convenient to the litigants.

### FCTC 2

Appeals to the Assessor: owners of animals that have been destroyed under the provisions of the Health of Animals Act may appeal compensation decisions to the Assessor. Farmers may appeal to the Assessor when pesticide residue compensation has been denied or is less than reasonable. The Assessor also receives appeals concerning plant quarantine.  
Inquiries: local offices, *see* Part II, Addresses.





## Supreme Court of Canada (SUPC)

Supreme Court of Canada Building  
Wellington Street  
Ottawa, Ontario  
K1A 0J1

Information: Ottawa/Hull (613) 995-5361.

### SUPC 1

The Supreme Court of Canada is the highest court of the land. It is a general court of appeal for both criminal and civil cases. Its jurisdiction embraces the common law of the nine common-law provinces and two territories, as well as the civil law of the province of Quebec. The Court reviews cases from the 10 provincial Courts of Appeal and from the Federal Court of Appeal. In most cases it will hear appeals only if permission to appeal is first granted. The Court may also hear cases referred by the Governor in Council on constitutional questions. The Supreme Court sits in Ottawa and holds three sessions during the year. Hearings are open to the public. During the summer months, guided tours of the Supreme Court of Canada Building are available; group visits are possible through prior arrangement during the rest of the year. The Supreme Court Building is open to the public from 9:00 a.m. to 5:00 p.m. It is wheelchair accessible, with assistance.

### SUPC 2

*Bulletin of the Supreme Court:* the Bulletin is issued weekly when the Court is in session. The annual subscription is \$100.00 plus GST.  
Inquiries: Ottawa/Hull (613) 996-7567.

The Tax Court of Canada has exclusive original jurisdiction to hear and determine references and appeals on matters arising under the Income Tax Act, the Canada Pension Plan, the Old Age Security Act, the Petroleum and Gas Revenue Tax Act, Part III of the Unemployment Insurance Act and Part IX of the Excise Tax Act for the Goods and Services Tax where references or appeals to the Court are provided for in those Acts. The Court also has exclusive original jurisdiction to hear and determine appeals on matters arising under the War Veterans Allowance Act and the Civilian War Pensions and Allowances Act from an adjudication of the Veterans Appeal Board regarding what constitutes income for the purpose of the legislation.

Under the amending legislation, appeals from assessments or reassessments under the Income Tax Act follow two procedures: an informal and expeditious procedure where the amount in issue is \$7000 or less, and a general procedure in other cases. Under the informal procedure, paperwork is kept to a minimum and, generally speaking, the rules of evidence are not stringently applied. In cases involving larger amounts, the general procedure is analogous to that in the Trial Division of the Federal Court of Canada and the rules of evidence are applied in the ordinary way. The practice and procedures in appeals, other than those under the Income Tax Act, are governed by other rules, for example, Tax Court of Canada Rules of Procedure (Unemployment Insurance Act).

The Court with its headquarters in Ottawa consists of the Chief Judge, the Associate Chief Judge and 20 other judges plus four supernumerary judges with the possibility of additional judges electing to become supernumerary in 1992-93. To ensure the expeditious hearing of appeals, the Chief Judge may, with the approval of the Governor in Council, appoint deputy judges. There are currently seven deputy judges.



## Tax Court of Canada (TCC)

Centennial Towers, 2nd Floor  
200 Kent Street  
Ottawa, Ontario  
K1A 0M1

Information: Ottawa/Hull (613) 992-0901; regional offices see Part II, Addresses.

### TCC 1

The Tax Court of Canada was established by the Tax Court of Canada Act, which was proclaimed in force on 18 July 1983. It replaced the Tax Review Board, the members of which became judges. On 22 September 1988, an Act to amend the Tax Court of Canada Act and other Acts in consequence thereof received Royal Assent.

An Act to amend the Customs and Excise Act, which was proclaimed in force on 17 December 1990, provided for the Goods and Services Tax legislation and gave the Tax Court of Canada the exclusive jurisdiction to hear and determine references and appeals under GST.





# ***Departments, Agencies, Crown Corporations***





## Atlantic Canada Opportunities Agency (ACOA)

Head Office  
644 Main Street  
(P O Box 6051)  
Moncton, New Brunswick  
E1C 9J8

Information: Moncton (506) 851-2271 or toll-free  
1-800-561-7862; regional offices see Part II, Addresses.

Minister responsible:  
Minister responsible for the Atlantic Canada  
Opportunities Agency

The Agency's mandate is to co-ordinate and plan all federal activities contributing to the economic growth of the Atlantic region – in particular, procurement, training and skills development, job creation, technology infrastructure development and local investment promotion. The Agency is responsible for federal policy and programs regarding small- and medium-sized business and industrial development in the region and works closely in co-operation with provincial governments and the private sector.

### ACOA 1

ACOA Action Program: through this program, businesses within the eligible sectors can obtain financial assistance to carry out feasibility and market studies, design a new product or develop new technology, undertake a capital investment, implement a marketing plan, develop and implement a human resources development plan, bid for, or acquire, procurement contracts.

Through the Innovation Element, ACOA may contribute up to 75 percent of the eligible costs of projects to advance the level of technology in use in the region, improve productivity or develop new or improved products.

The Business Studies Element may assist in the cost of engaging qualified consultants to investigate ideas and improve the quality of management. Studies that seek to improve the viability of an operation, establish a marketing plan or support an Innovation project may receive up to 75 percent of eligible costs. Business plans/feasibility studies in support of establishment, modernization or expansion projects may receive up to 50 percent of eligible costs.

A capital investment contribution may be available depending on evaluation of viability and economic benefit. For projects up to \$200 000 in eligible costs, up to 50 percent of capital costs may be available for new facility establishment. Up to 40 percent of capital costs may be available for expansion or modernization of existing facilities, including replacement or relocation. For projects between \$200 000 and \$10 000 000 in eligible costs, up to 25 percent of eligible costs up to a maximum of \$500 000 may be available. This assistance does not apply to mergers, acquisitions or refinancing.

The Action Program may provide loan insurance for 85 percent of a loan for eligible new capital investment. This applies when the business cannot get adequate funding from a financial institution for the project.

Applicants are not eligible for loan insurance unless the loan is at least \$100 000. Loan insurance is not available for mergers, acquisitions or refinancing. Projects up to \$20 000 000 in eligible costs may qualify for contributions towards interest costs.

Projects with strong management and high potential for growth that are unable to attract venture capital may qualify for an Action loan. This is an unsecured loan of up to \$1 000 000 that is interest free for up to five years for a start-up company and up to three years for an expansion. The loan must be repaid.

Under the Business Support Element, assistance for up to 50 percent of the eligible costs to a maximum of \$500 000 may be provided for non-commercial projects of up to \$10 000 000 in eligible costs. To qualify these projects must provide a proven service to business in areas such as entrepreneurship, marketing, training or technology transfer.

Supplier development assistance may take the form of up to 75 percent of eligible costs associated with bid preparation and up to 50 percent of the eligible costs related to all other activities such as preproduction costs, specialized training, certification and licensing. A \$250 000 ceiling on contributions is in place. Marketing development assistance cannot exceed 50 percent of the eligible costs of the project, except for the cost (salaries) of hiring qualified personnel for the implementation of a marketing plan. The cost contribution for qualified personnel will not exceed 75 percent during the first year, 50 percent during the second and 25 percent during the third year.

Human resources development assistance is available to a maximum of \$150 000 for the development and implementation of a human resources development plan.

### ACOA 2

Co-operation Program: the objective of this program is to improve the environment for economic growth in Atlantic Canada through co-operation with all levels of government, the private sector and institutions.

The program provides a policy framework and strategic federal plan for federal-provincial agreements and for direct federal initiatives with private-sector firms, organizations and associations.

Initiatives which support priority themes of entrepreneurship, market and trade development, innovation and technology transfer, human resources development and the environment are candidates for funding.







## Atomic Energy Control Board (AECB)

Head Office  
Martel Building  
270 Albert Street  
(P O Box 1046, Station B)  
Ottawa, Ontario  
K1P 5S9

Information: Ottawa/Hull (613) 995-5894; regional offices see Part II, Addresses.

Minister responsible:  
Minister of Energy, Mines and Resources

### AECL 1

The mission of the Atomic Energy Control Board (AECB) is to ensure that the use of nuclear energy in Canada does not pose undue risk to health, safety, security and the environment. This is accomplished by controlling the development, application and use of nuclear energy in Canada, and by participating on behalf of Canada in international measures of control. The AECB achieves regulatory control of nuclear facilities and nuclear materials through a comprehensive licensing system. This control provides assurance that Canada's national policies and international commitments relating to the non-proliferation of nuclear weapons and other nuclear explosive devices are met. This is carried out by licence conditions and by controlling the import and export of such materials in co-operation with other federal government agencies, according to safeguard policies of the Canadian government.



## Atomic Energy of Canada Limited (AECL)

Corporate Office  
344 Slater Street  
Ottawa, Ontario  
K1A 0S4

Information: Ottawa/Hull (613) 237-3270; AECL CANDU customer service hotline, call toll-free 1-800-268-5877; regional offices see Part II, Addresses.

Minister responsible:  
Minister of Energy, Mines and Resources

Atomic Energy of Canada Limited is responsible for the research and development of peaceful uses of nuclear energy, including the development of nuclear power systems and the application of radioisotopes and radiation in medicine and industry.

### AECL 1

CANDU Reactors/Maintenance: AECL CANDU maintains the CANDU reactor, which uses natural uranium to produce heat through fission for the generation of electrical power.

Inquiries: Mississauga (416) 823-9040; Montreal (514) 871-1116; Saskatoon (306) 665-1040 or call toll-free 1-800-268-5877.

### AECL 2

CANDU Reactors/Design: AECL CANDU is responsible for the design (in accordance with Atomic Energy Control Board guidelines) of CANDU nuclear reactors. Inquiries: Mississauga (416) 823-9040.

### AECL 3

CANDU Reactors/Marketing: AECL CANDU has full responsibility for the international marketing of the CANDU reactor system and related technologies. Inquiries: Mississauga (416) 823-9040.

### AECL 4

Atomic Energy/Research: AECL Research carries out basic research, supports Canada's nuclear power program, develops new applications for nuclear energy products and produces radioisotopes for medical and industrial uses.

Inquiries: Ottawa/Hull (613) 237-3270; Chalk River (613) 584-3311; Pinawa (204) 753-2311.

### AECL 5

Atomic Waste Disposal/Research: AECL Research carries out research on methods of permanent and safe disposal of nuclear wastes.

Inquiries: Pinawa (204) 753-2311.



## Agriculture Canada (AGR)

Head Office  
Sir John Carling Building  
Central Experimental Farm  
930 Carling Avenue  
Ottawa, Ontario  
K1A 0C5

Information: Ottawa/Hull (613) 995-8963; other offices, experimental farms and research stations: see Part II, Addresses. For the Agricultural Stabilization Board see AGR 20 below; for the Farm Debt Review Board see AGR 25 below; for information on pesticides see the Toll-free Telephone Services section. For information about race track supervision, see Canadian Pari-Mutuel Agency (CPMA) in the section on special operating agencies.

Minister responsible:  
Minister of Agriculture

The Department is responsible for federal policies, programs and regulations relating to agriculture and food. It is involved in such activities as grading and inspection, seed certification, the regulation of pesticides, feeds and fertilizers, scientific research, international agricultural liaison, farm loan and advisory services, and the dissemination of information. Diagnostic and control programs for animal diseases,



market development programs and market forecasts and reports also come under the Department's jurisdiction.

## Research (AGR 1 – AGR 3)

### AGR 1

Research Grants: promoting the federal government's objective of encouraging industry to participate in funding research, this program supports graduate students and post-doctoral fellows working in disciplines and on projects consistent with the specific needs of Canadian agriculture. The program is open to Canadian faculties of agriculture and veterinary medicine. Other faculties may participate by submitting joint proposals with a faculty of agriculture or veterinary medicine either in their university or in another university. Grants under the Visiting Fellowship in Canadian Government Laboratories Program are also available. Both programs are administered by the Natural Sciences and Engineering Research Council of Canada. Inquiries: Research Branch, Research Program Service, Ottawa/Hull (613) 995-7084.

### AGR 2

Internal Research Programs: the Research Branch programs are designed to improve the long-term marketability of Canadian agri-food products. The aims are to manage and conserve land and water resources for a sustainable agriculture industry that is adaptable to climatic change; to improve animal production and quality and safety of products in the areas of beef, dairy, swine, poultry, sheep and honey bees; to improve crop production and the quality and safety of products from cereals, oilseeds, forages, field crops, vegetables, tree fruits and berries, and ornamentals; to increase the use and market value of agricultural commodities in the food production and processing industries, with emphasis on new technologies, new uses for standard ingredients, food safety and nutrition, and better storage. Inquiries: Research Branch, Ottawa/Hull (613) 995-7084.

### AGR 3

Agricultural Research/Inventory: the Department maintains inventories of pest management, agricultural and food-related research and development in Canadian universities and industry as well as in the provincial and federal governments. Inquiries: Research Branch, Research Program Service, Ottawa/Hull (613) 995-7084.

## Food Production and Inspection (AGR 4 – AGR 11)

### AGR 4

Animal and Plant Health: the Animal and Plant Health Directorate protects Canada's agricultural and forestry industries, and the marketability of their products, through disease prevention, surveillance, control, eradication and certification programs. The importation of animals, plants, their products and other agricultural commodities of risk, is regulated by disease certification

requirements, and by test, inspection and quarantine procedures. This is to prevent exotic and other important pests and diseases from gaining entry into Canada. Commodities for export are inspected, tested and certified to ensure they are in compliance with the import conditions of foreign countries. Continuing negotiations with foreign countries ease trade and health requirements and help gain access to new foreign markets. The program is directly supported by the Directorate's seven laboratories which provide research, technology development and diagnostic functions.

Inquiries: Food Production and Inspection Branch, Animal and Plant Health Directorate, Ottawa/Hull (613) 992-2114 or nearest regional office see Part II, Addresses.

### AGR 5

Consumer Protection/Food Inspection: through the Food Production and Inspection Branch, the Department is responsible for grading, inspecting, licensing, regulating agricultural production inputs, import and export inspection services and certification, quarantine controls, eradication procedures and communicating with industry and consumers on food safety.

### AGR 6

Meat Inspection: the meat inspection program deals with the inspection of meat and meat products for interprovincial movement, as well as exported and imported meat products.

Inquiries: Food Production and Inspection Branch, Meat and Poultry Products Division, Ottawa/Hull (613) 995-5433.

### AGR 7

Agricultural Chemicals/Technical Information: technical pesticide information is available from the Plant Industry Directorate. All products registered under the Pest Control Products Act such as insecticides, fungicides, herbicides, disinfectants, pool chemicals and wood preservatives are included in the program.

Inquiries: Ottawa/Hull (613) 993-4544 or toll-free 1-800-267-6315.

### AGR 8

Agri-food Product Safety: the Agri-Food Safety and Strategies Division develops strategies to address standards as well as consumer, industry and trade concerns about food safety; provides the scientific and technical support to all agri-food inspection programs in areas of risk assessment, residue testing, epidemiology and bacteriology; and is responsible for a process, formula and label review and registration system. The Division provides the focus for a multicommodity, multidisciplinary approach to program delivery, resource utilization and international developments.

Inquiries: Food Production and Inspection Branch, Food Inspection Directorate, Ottawa/Hull (613) 995-5433 or nearest regional office see Part II, Addresses.

### AGR 9

Dairy Products: under the authority of the Canada Agricultural Products Act and the Dairy Products Regulations, dairy products which are imported, exported or moved from federally registered plants are



**Agriculture Canada (continued)**

subject to inspection to ensure they are safe, wholesome and graded for economically significant factors as well as labelled and packaged to prevent fraud.

Inquiries: Ottawa/Hull (613) 995-5433 or nearest regional office *see* Part II, Addresses.

**AGR 10**

**Processed Products Inspection:** processed fruit and vegetable products, honey and maple products that are marketed internationally or interprovincially must be prepared in establishments registered under the Canada Agricultural Products Act, and Processed Products, Honey or Maple Products Regulations. Such establishments are inspected regularly for compliance with good manufacturing practices and established sanitation standards. Products from these establishments are sampled, graded and analysed to ensure they are safe, wholesome and labelled correctly to avoid fraud. Imported products must meet the same regulations as Canadian products.

Inquiries: Food Production and Inspection Branch, Food Inspection Directorate, Ottawa/Hull (613) 995-5433 or nearest regional office *see* Part II, Addresses.

**AGR 11**

**Fresh Fruit and Vegetable Inspection:** domestic and imported produce is inspected prior to international or interprovincial trade to ensure compliance with federal standards as set out in the Canada Agricultural Products Act and the Fresh Fruit and Vegetable Regulations. This ensures that produce imported, exported or moved domestically is safe, wholesome and graded for economically significant factors as well as packed, labelled and traded in accordance with law. Produce dealers and warehouses are also registered annually. Dealers marketing internationally or interprovincially are required to hold a federal produce licence as set out by the Licensing and Arbitration Regulation. Disputed produce transactions are arbitrated by a federally appointed Board of Arbitration and Review Tribunal. A licensing and arbitration manual is published.

Inquiries: Food Production and Inspection Branch, Food Inspection Directorate, Ottawa/Hull (613) 995-5433 or nearest inspection office *see* Part II, Addresses.

**Grains and Oilseeds (AGR 12 – AGR 17)****AGR 12**

**The Grain Marketing Bureau:** the Bureau is responsible for all international trade matters relating to grains and oilseeds and their products. Activities include the development of trade policy, participation in multilateral and bilateral negotiations such as GATT or the North American Free Trade Agreement, marketing, expansion and development of markets, and assistance to industry in the development and marketing of new grains and oilseeds products. One of the Bureau's major responsibilities is the management of the federal Credit Grain Sales Program, in conjunction with the Canadian Wheat Board. The Bureau also assists in establishing Canadian Wheat Board initial payments to producers

for wheat and barley. It works closely with the International Programs Directorate of the Agri-Food Development Branch, the International Trade Policy Directorate of the Policy Branch of Agriculture Canada, the Department of External Affairs and International Trade, the Department of Finance, industry, the Canadian Wheat Board, and various other Crown agencies and quasi-governmental organizations involved in the agri-food industry.

Inquiries: Grains and Oilseeds Branch, Ottawa/Hull (613) 996-8324.

**AGR 13**

**The National Grains Bureau:** the National Grains Bureau (NGB) is the domestic policy and planning arm of the Grains and Oilseeds Branch. One of the Bureau's key policy and program accomplishments over the last year is the development and implementation of the new generation of grains and oilseeds safety nets, GRIP and NISA. These programs were developed in conjunction with producers, industry and both levels of government. They are currently being expanded to include other commodities. The Bureau develops policy options for transportation issues concerning grains and oilseeds. The Bureau works very closely with provinces and producers on third-line issues related to grains and oilseeds. The NGB has a mandate to work directly with industry to address issues and develop domestic policy options for the grains and oilseeds sector. As part of this mandate the Bureau manages the Grains 2000 program, which involves industry, farm groups and the academic community in the policy development process.

The Bureau also provides timely information and analysis to the industry on the situation and outlook for grains and oilseeds both in Canada and around the world. This information can be found in a bi-weekly bulletin, the National Grains Update and Agri-food Perspectives.

Inquiries: National Grains Bureau, Winnipeg (204) 983-8359.

**AGR 14**

**Co-operatives Secretariat:** the Department provides administrative services to the Co-operatives Secretariat which was established on 1 April 1987. Its mandate is to support the Minister of State (Grains and Oilseeds) in his or her responsibilities related to the co-operative sector; to co-ordinate the activities of the Interdepartmental Committee on Co-operatives; and to liaise with Canadian co-operatives. The objective of the Secretariat is to focus on the federal government's commitment to the co-operative sector, including co-ordinating the development and implementation of national policies that address the contribution of co-operatives to the economic and social growth of the country. In addition, the Co-operatives Secretariat is responsible for the compilation and publication of annual statistical data on financial and non-financial Canadian co-operatives. An Advisory Committee provides the Minister with a direct contact to the sector. Inquiries: Grains and Oilseeds Branch, Ottawa/Hull (613) 995-4787.



**AGR 15**

Priorities and Strategies Directorate: the Priorities and Strategies Directorate is responsible for working with industry, other branches of Agriculture Canada and other federal departments and agencies to ensure the integration of grains and oilseeds sectoral priorities into federal government policy, legislation and program decisions. The Directorate, based in Ottawa, is part of the National Grains Bureau which is located in Winnipeg.

Inquiries: Grains and Oilseeds Branch, Ottawa/Hull (613) 996-4913.

**AGR 16**

Net Income Stabilization Account: the Net Income Stabilization Account (NISA) program enables producers to make contributions to individual accounts, which will be matched by the federal and provincial governments. The program allows farmer withdrawals from individual accounts when income is low. For tax years 1990 and 1991, the program has been more flexible, offering incentives for producers and provinces to join the program and allowing farmers more ready access to funds in the account. NISA applies to most grains and oilseeds, special crops and most horticulture crops. NISA was designed as part of the "whole farm" approach to income stabilization, and discussions are continuing between producer groups, the provinces and the federal government to extend the program to all commodities.

Inquiries: Net Income Stabilization Administration, Grains and Oilseeds Branch, National Grains Bureau, Winnipeg toll-free 1-800-665-NISA.

**AGR 17**

Cash Flow Enhancement Program (CFEP): the program allows producers to obtain interest-free cash advances on loans up to \$50 000 under the Prairie Grain Advance Payments Program (PGAPA) and the Advance Payments for Crops Act (APCA). Advances of up to \$250 000 are available under the PGAPA and APCA on the basis of the value of crops in storage on farms.

Inquiries: Grains and Oilseeds Branch, National Grains Bureau, Winnipeg (204) 984-3508.

**Farm Financial Programs (AGR 18 – AGR 24)****AGR 18**

Prairie Grain Advance Payments Act: this program improves Prairie grain producers' cash flow during periods when they must hold their inventory on the farm. Within the Canadian Wheat Board designated area, eligible producers of wheat and barley can receive an advance until quotas are open and delivery opportunities improve.

Inquiries: Farm Financial Programs Branch, Ottawa/Hull (613) 957-7078.

**AGR 19**

Gross Revenue Insurance Plan: the Gross Revenue Insurance Plan (GRIP) is a revenue insurance program that builds on conventional crop insurance by offering comprehensive revenue protection against the

combined effects of price and yield fluctuations.

Inquiries: Farm Financial Programs Branch, Ottawa/Hull (613) 975-7078.

**AGR 20**

National Tripartite Stabilization Programs (NTSP): price stabilization programs are established under federal-provincial agreements for the following commodities: hogs, slaughter cattle, feeder cattle, cow-calf, lambs, apples, honey, onions, sugar beets, kidney and cranberry beans and other coloured beans.

Inquiries: Farm Financial Programs Branch, Ottawa/Hull (613) 957-7078.

**AGR 21**

Farm Financial Programs Branch: the Branch manages the federal responsibilities defined under the Farm Income Protection Act (NTSP, GRIP, crop insurance), the Agricultural Products Co-operative Marketing Act, the Advance Payments for Crops Act, the Farm Improvement and Marketing Co-operative Loans Act and some aspects of the Prairie Grain Advance Payments Act, the Farm Debt Review Board and the Commodity-Based Loans Act. It has also been traditionally involved in the delivery of special assistance.

Inquiries: Farm Financial Programs Branch, Ottawa/Hull (613) 957-7078.

**AGR 22**

Crop Insurance: this federal-provincial cost-shared program stabilizes a farmer's income by minimizing the economic effects of crop losses caused by natural hazards.

Inquiries: Farm Financial Programs Branch, Ottawa/Hull (613) 957-7078.

**AGR 23**

Advance Payments for Crops: by providing advance payments to producers, the Advance Payments for Crops Act provides producers with an incentive to store products. The Minister of Agriculture guarantees these advances through producer organizations, which administer the program on behalf of their members. The Act applies to all storable crops grown in Canada, except wheat and barley grown within the area designated by the Canadian Wheat Board Act.

Inquiries: Farm Financial Programs Branch, Ottawa/Hull (613) 957-7078.

**AGR 24**

Farm Improvement and Marketing Co-operatives Loans (FIMCLA): this program guarantees loans made to farmers by banks and other designated lenders for the improvement and development of farms. Loans are available for major repairs to implements and equipment, construction, repairs of farm buildings, purchase of livestock or additional land, land clearing and irrigation systems as well as for processing, distribution or marketing of farm products by co-operative associations.

Inquiries: Farm Financial Programs Branch, Ottawa/Hull (613) 957-7078.

**Agriculture Canada (continued)****Agri-Food Development (AGR 25 – AGR 44)****AGR 25**

Farm Debt Review Board: the Board administers the Farm Debt Review Act in every province, ensuring that farms experiencing either financial difficulty or insolvency have access to an impartial, third-party review of the individual farm's circumstances and of possible financing or refinancing options. The purpose of the review is to achieve a voluntary and mutually satisfactory agreement between the farmer and creditor(s).

Inquiries: Agri-Food Development Branch, Ottawa/Hull (613) 995-9554; or the provincial Farm Debt Review Board see Part II, Addresses.

**AGR 26**

Financial Assistance to Tobacco Producers: the Department assists tobacco producers in adjusting to the decline of the industry and in finding suitable alternatives to tobacco production. The Tobacco Transition Adjustment Initiative provides transition payments to growers wishing to leave the tobacco industry.

Inquiries: Agri-Food Development Branch, Horticulture and Special Crops Division, Ottawa/Hull (613) 995-9554.

**AGR 27**

Showcase Herds: the Department maintains showcase herds in Ottawa of dairy and beef cattle, sheep and swine available in Canada. These herds provide foreign and Canadian visitors with a display of modern production practices.

Inquiries: Agri-Food Development Branch, Dairy Division, Ottawa/Hull (819) 994-0246.

**AGR 28**

Agricultural Products/Market Development and Information: the Department is responsible for market expansion and increased marketing effectiveness for Canadian agricultural products both domestically and internationally. Services include the provision of market information reports and assistance in product promotion; analyses of current issues and trends in the food industry; monitoring developments in the retail, food service and other distribution sectors and providing assessments of these developments for other sectors of the agri-food system; collecting prices, sales and inventories of various commodities from private-sector sources in Canada and abroad; gathering trade statistics on Canadian agricultural exports/imports; collecting data and relevant information concerning policies and programs in Canada, competing countries and importing nations; publishing market information and intelligence; and liaison with the private sector and government departments and agencies.

Inquiries: Agri-Food Development Branch, Ottawa/Hull (613) 995-9554.

**AGR 29**

Canadian Agri-Food Development Initiative (CAFDI): this program supports economic development in the Canadian agricultural and food products industries by providing cost-shared financial assistance for selected

projects in the development of markets, production, processing and human resources. Organizations eligible for project funding include corporations, co-operatives, partnerships, universities, industry associations and non-profit organizations. Inquiries: Agri-Food Development Branch, National Programs Directorate, Ottawa/Hull (613) 995-9554 or regional offices see Part II, Addresses.

**AGR 30**

Agricultural Products Marketing Act (APMA): under the APMA, provincial commodity marketing boards and agencies may assume authority to market their agricultural commodities in interprovincial and export trade. The boards and agencies are empowered to collect levies applied to these commodities where applicable under provincial legislation.

Inquiries: Agri-Food Development Branch, National Programs Directorate, Ottawa/Hull (613) 995-9554.

**AGR 31**

Fairs and Exhibitions Program: financial assistance is available to fairs and exhibitions, producer associations and non-profit organizations in the agricultural sector to assist in funding local, national and international events that improve Canadian agricultural production. The program supports four objectives: marketing, technology transfer/education, training and development of rural people, and agricultural awareness.

Inquiries: Agri-Food Development Branch, National Programs Directorate, Livestock Services Section, Ottawa/Hull (819) 994-0246.

**AGR 32**

International Programs: the International Programs Directorate plans, co-ordinates and implements the Department's international programs and international relations, as well as co-ordinating involvement with multinational organizations such as the Food and Agriculture Organization (FAO), the World Food Council and the Inter-American Institute for Agricultural Co-operation (IIAC). It assists the industry in the development of export markets. The Directorate is responsible for agricultural aid programs and technical assistance missions. It also provides information and intelligence services on foreign agriculture.

Inquiries: Agri-Food Development Branch, International Programs Directorate, Ottawa/Hull (613) 993-6671.

**AGR 33**

Conservation for National Agricultural Resources: these programs address the sustainability of natural resources used by agriculture. In co-operation with provincial governments and producer organizations, the Department provides financial assistance for projects which promote the research, development and adoption of conservation technology and management practices. In Western Canada, the focus is on the conversion of marginal lands from cropping practices requiring annual cultivation. In Eastern Canada the focus is broader and, in addition to soil gradation, includes activities and projects which reduce the impact of agriculture on water quality. The adjustment and development measures are funded through such programs as the Permanent Cover II Program, Land Management Assistance Program and the Green Plan as well as the National Soil





Conservation Program.

Inquiries: Agri-Food Development Branch, Ottawa/Hull (613) 995-9554.

#### AGR 34

Regional Agri-Food Development Initiative: these initiatives assist the agri-food industry in improving competitiveness, self-reliance and long-term sustainability of farms in the respective provinces. They also help identify and develop domestic and export market opportunities; encourage the development of production and processing activities; improve productivity and quality of agri-food products; and increase the contribution of the sector to the economy. Inquiries: Agri-Food Development Branch, Ottawa/Hull (613) 995-9554.

#### AGR 35

Grape and Wine Program: this program is designed to assist the sector to adjust to changing market conditions by providing financial assistance to producers wishing to remove specified grape vines from production. Inquiries: Agri-Food Development Branch, Ottawa/Hull (613) 995-9554.

#### AGR 36

Agri-Food Industry Market Strategies (AIMS): AIMS is a joint initiative by four federal government departments to encourage major agri-food associations to develop and implement effective market strategies that will provide a framework for industry-government collaboration. The industry market strategies enable government (federal and provincial) to focus support on industry market priorities. Inquiries: Agri-Food Development Branch, International Programs Directorate, Ottawa/Hull (613) 993-6671.

#### AGR 37

Genetic Improvement Program: to improve the competitiveness of the Canadian livestock industry, the Department provides scientific and technical support for the identification, promotion and improvement of genetically superior breeding stock. Inquiries: Agri-Food Development Branch, Ottawa/Hull (613) 995-9554 or (819) 994-0246.

#### AGR 38

National Farm Business Management Program: activities include the development and delivery of farm management training courses, services and information. The program provides funding for projects to improve the farm business management skills of Canadian farm families. It helps the Canadian agri-food industry compete more effectively in domestic and international markets by improving the efficiency and competitiveness of farm operations. Inquiries: Agri-Food Development Branch, Ottawa/Hull (613) 995-9554; Fax (613) 992-0921.

#### AGR 39

Assistance to 4-H: funding is provided to provincial 4-H councils and the Canadian 4-H Council to support the continuation of the 4-H movement in Canada and its goals of promoting responsible citizenship, leadership, social awareness and independence in its membership through achievements in skill developing projects. Financial assistance is also provided for multiregional

projects related to skills development, rural leadership training and agricultural awareness.

Inquiries: Agri-Food Development Branch, Ottawa/Hull (819) 994-0246.

#### AGR 40

Animal Pedigree Act: the Agri-Food Development Branch administers the Animal Pedigree Act and approves amendments to the by-laws of breed associations. It participates in or conducts inspections and examinations of the business affairs of breed associations and of the private breeding records of members and breed associations. It assists the industry in understanding the Animal Pedigree Act which promotes breed improvement and provides for the establishment of animal pedigree associations that are authorized to register and identify animals that, in the opinion, of the Minister, have significant value. Inquiries: Agri-Food Development Branch, Ottawa/Hull (819) 994-0246.

#### AGR 41

Food Industry (FIND) Data Base: FIND is an on-line data base of information for the food industry. It does not duplicate information available on commercially prepared on-line data bases. Services include direct access to information on federal and provincial funding and assistance programs for the agri-food industry; publicly funded food research establishments and their pilot scale processing equipment; North American consumer food trends; upcoming food and beverage industry events; Canadian and US food and beverage regulations; agri-food industry associations; specialty crops; as well as reports on various food industry issues such as modified atmosphere packaging, food irradiation and sector analysis. FIND has 11 collections of information; the latest two are on retail and food services and the environment. Inquiries: Processing Section, Food Industry Development Division, Agri-Food Development Branch, Ottawa/Hull (613) 995-9554.

#### AGR 42

Maple Syrup Market Development: the program is designed to promote market development for maple products and ensure a better balance between maple syrup production and demand. It aims at providing financial assistance for projects involving the development of markets for bulk maple syrup and the development of new products. Beneficiaries include firms, associations, co-operatives and consultants involved in the production and marketing of maple products or capable of demonstrating the technical and financial expertise required. The program will end once all the funds are committed or on 31 March 1994, whichever comes first. Financial assistance under the program may reach a maximum of \$600 000 for an approved project. Inquiries: Agri-Food Development Branch, Montreal (514) 283-3183.

#### AGR 43

Agriculture Canada Electronic Bulletin Board (BBS): BBS allows Agriculture Canada to offer the most current markets information available. By using a computer and a modem, information is available quickly since it does



## Agriculture Canada (*continued*)

not have to be published and delivered. Markets information from commodity reports include: dairy, poultry, red meats, horticulture and special crops, prices, production, stocks, sales and trade. To access the BBS a computer must be equipped with a modem and communication software. The BBS is available 24 hours-a-day at (613) 224-3754. It is free of charge except for the long distance telephone charges. Inquiries: Agri-Food Development Branch, Ottawa/Hull (613) 995-9554; Fax (613) 992-0921.

### AGR 44

Library and Information Services: the Canadian Agriculture Library of Agriculture maintains Canada's National Resource Collection of literature in the agricultural and food sciences. Established in 1910, the Library is recognized as one of the foremost collections in the world with more than 1.4 million volumes. More than 1700 international exchange agreements permit the Library to offer publications that would be otherwise unavailable in Canada. The Library provides services from the Central Library at the Central Experimental Farm in Ottawa and from staffed libraries and unstaffed reading rooms across the country. These are linked by AgriCat, the library's on-line catalogue and by Agrinet, Agriculture Canada's internal electronic communications network. Users can do their own literature searches with compact disc (CD-ROM) versions of many of the data bases. Charges may apply for literature searches and photocopies. Inquiries: Corporate Management Branch, Ottawa/Hull (613) 995-7829; Fax (613) 952-3813.

## Policy (AGR 45)

### AGR 45

Farm Women's Advancement Program: the program provides financial assistance to Canadian farm women's organizations for selected information, education, participation, promotion and organizational activities to further the equality of Canadian farm women. The program focuses on economic and social issues. It supports activities sponsored by farm women's organizations to increase farm women's access to land, capital, credit, economic development programs and appropriate production and management training. Inquiries: Policy Branch, Ottawa/Hull (613) 995-5880.

## Prairie Farm Rehabilitation (AGR 46)

### AGR 46

Prairie Farm Rehabilitation Administration (PFRA): the Administration helps strengthen and diversify the agricultural and rural economies of the Prairies and the Peace River region of British Columbia by supporting and implementing soil conservation measures and water development projects. PFRA provides technical and financial assistance to farmers, ranchers, conservation groups and local and provincial governments for soil conservation and water

development activities.

Inquiries: PFRA, Regina (306) 780-5088; or regional offices see Part II, Addresses.



## Bank of Canada (BC)

234 Wellington Street  
Ottawa, Ontario  
K1A 0G9

Information: Ottawa/Hull (613) 782-8111; regional offices see Part II, Addresses.

Minister responsible:  
Minister of Finance

The Bank of Canada formulates and implements monetary policy and acts as fiscal agent to the Government of Canada. The Bank of Canada Act gives the Bank the sole right to issue notes intended for circulation in Canada.

### BC 1

Canada Savings Bonds: the Bank of Canada provides services to the public related to the sale and administration of Canada Savings Bonds.

### BC 2

Government of Canada (Direct Marketable) Bonds: Government of Canada bonds are issued for terms of two to 25 years by allocation and auction to chartered banks and investment dealers in denominations from \$1000 to \$1 million. The bonds carry a fixed interest rate, but are bought and sold in the secondary market by corporations and individuals at a price to give a yield to maturity that reflects market interest rates at the time of the transaction.

### BC 3

Treasury Bills: treasury bills are short-term debt obligations of the government issued for 91, 182 or 363 days. Available in denominations from \$1000 to \$1 million, they are sold for a discount at a weekly auction to chartered banks and investment dealers and may subsequently be resold before maturity to corporations, individuals and other financial institutions.

### BC 4

Unclaimed Bank Balances: the Bank Act requires that accounts of individuals and corporations at chartered banks, which have been dormant for 10 years be transferred to the Bank of Canada, where they are held in safekeeping. After a further period of 20 years, small balances are transferred to the Consolidated Revenue Fund.

### BC 5

Damaged Bank Notes: as the sole bank note issuer in Canada, the Bank of Canada will refund full or even partial value for notes that have been damaged or mutilated while in the hands of the public. Identifiable remnants may be forwarded by any financial institution

to the Bank of Canada on a collection basis. Valuation is based on the proportion of the physical note which is identifiable.

#### BC 6

Exchange and Interest Rate Information: together with other economic and financial statistics, the Bank of Canada publishes selected exchange and interest rate information in its *Bank of Canada Review*, issued quarterly and *Weekly Financial Statistics*, both of which are available by subscription.

#### BC 7

Currency Museum: the galleries of the Currency Museum exhibit money and artifacts that served as money in both the Old World and the New World. This comprehensive display of Canadian and foreign notes and coins is part of the National Currency Collection.



### Canadian Advisory Council on the Status of Women (CACSW)

110 O'Connor Street, 9th Floor  
(P O Box 1541, Station B)  
Ottawa, Ontario  
K1P 5R5

Information: Ottawa/Hull (613) 992-4975; regional and local offices see Part II, Addresses.

Minister responsible:  
Minister Responsible for the Status of Women

The Canadian Advisory Council on the Status of Women was established in 1973 to advise the federal government on issues affecting women and to promote public awareness of those issues. The Council co-operates with national women's groups and provincial advisory councils on a regular basis. It also maintains a documentation centre where books, periodicals and documents on women's issues are available to researchers and the public.

#### CACSW 1

Research/Women's Issues: the Council conducts research into women's issues to make recommendations to the government and to inform the public. In addition to making its research results available to women's groups, governments and the public, the Council distributes its publications to universities, colleges, regional and public libraries, ministries of education and offices of federal government women's programs.



### Copyright Board Canada (CB)

56 Sparks Street, Suite 800  
Ottawa, Ontario  
K1A 0C9

Information: Ottawa/Hull (613) 952-8621.

Minister responsible:  
Minister of Consumer and Corporate Affairs

#### CB 1

The Copyright Board Canada has jurisdiction over the fixing of royalties payable to performing rights societies for the public performance of musical and dramatic-musical works, to collecting bodies for the retransmission of distant radio and television signals, and to licensing bodies for any other acts protected by copyright where there is disagreement between the licensing body and the users, or when the Director of Investigation and Research, appointed under the Competition Act, considers that an agreement filed with the Board is contrary to the public interest and requests the Board to examine this agreement. The Board also issues non-exclusive licences for any act protected by copyright, with respect to published works, where the owner of the copyright cannot be located, and conducts studies, if requested to do so by the Minister of Consumer and Corporate Affairs.



### Canadian Broadcasting Corporation (CBC)

Head Office  
1500 Bronson Avenue  
(P O Box 8478)  
Ottawa, Ontario  
K1G 3J5

Information: Ottawa/Hull (613) 724-1200; for hearing-impaired people (613) 733-8868; headquarters, regional offices or local offices see Part II, Addresses.

Minister responsible:  
Minister of Communications

The CBC is a publicly owned corporation established by an Act of Parliament to provide national broadcasting services in Canada.

#### CBC 1

National Broadcasting Service: the CBC operates several national services which maintain high levels of Canadian content – English and French television networks, and English and French AM mono and FM stereo radio networks. Many of the programs on both the English and French television networks are available with closed captions for people with hearing impairments. Transmission methods include leased channels on the Canadian space satellite Anik E2, as well as more than 100 000 km of microwave and





**Canadian Broadcasting Corporation** (*continued*)

landline connections. Information is communicated to people with hearing impairments via a Telecommunications Device for the Deaf (TDD).

**CBC 2**

CBC National Satellite Channel: the channel makes available to Canadians, via satellite and cable, special national events, such as public hearings and provincial election coverage. Broadcasts of the proceedings of the House of Commons are now entirely produced and financed by the House of Commons Broadcast Service although the CBC is still contracted for satellite services.

**CBC 3**

Radio Canada International (RCI): financed by External Affairs and International Trade, this short wave radio service is, in effect, Canada's voice abroad. RCI's information programming reflects Canada's political, economic, social and cultural spectrum to an international audience, broadcasting in seven languages. The service also produces programs for use by leading broadcasters in the world's major radio markets.

**CBC 4**

CBC Northern Service: broadcasting in English, French and seven native languages, the CBC Northern Service provides radio and television broadcasting for Dene, Indian, Inuit, Métis and non-native groups in Yukon, the Northwest Territories and Northern Quebec.

**CBC 5**

Northern Quebec Service: the service provides most of the CBC's French and English radio and television programming, as well as some programming in Cree, to residents of Quebec's North.

**CBC 6**

Engineering Headquarters: the CBC's Engineering Department has been authorized to market its broadcast engineering expertise abroad, in co-operation with the private sector. Its involvement in foreign projects is limited to providing broadcast engineering knowledge and skills, while the private sector supplies the necessary equipment and services.

**CBC 7**

Newsworld: this is a 24-hour national satellite-delivered English language news and information specialty service.

**CBC 8**

Ombudsman: this office receives, investigates and reports on concerns of viewers and listeners. Inquiries: Montreal (514) 597-4721; Toronto (416) 205-2978.

**Cape Breton Development Corporation (CBDC)**

P O Box 2500  
Sydney, Nova Scotia  
B1P 6K9

Information: Sydney, Nova Scotia, (902) 842-2848.

Minister responsible:  
Minister of State (Small Businesses and Tourism)

**CBDC 1**

Coal Production: the Cape Breton Development Corporation, the largest coal producer in Eastern Canada, is responsible for the development and operation of mines and related facilities in the Sydney coal fields. Current operations consist of three producing collieries and support facilities for the preparation and local transportation of coal. The Corporation distributes coal in Canadian and international markets.

**Canada Council (CC)**

Head Office  
99 Metcalfe Street  
(P O Box 1047)  
Ottawa, Ontario  
K1P 5V8

Information: Ottawa/Hull (613) 598-4365 or toll-free 1-800-263-5588, extension 4138. Other offices, see Part II, Addresses.

Minister responsible:  
The Canada Council reports to Parliament through the Minister of Communications.

The Canada Council is an independent agency created by the Parliament of Canada in 1957 to foster and promote the arts. The Council provides a wide range of grants and services to professional Canadian artists and arts organizations in dance, media arts, music, opera, theatre, writing, publishing and the visual arts. It awards about 4200 grants each year: 3000 grants to professional arts organizations such as opera, dance and theatre companies, orchestras, film and video organizations, public art galleries, book and periodical publishers and artists' centres; and 1200 to individual artists to create works of art, do research or further their training and development. To apply for grants, artists must be Canadian citizens or permanent residents of Canada.

Legislation (Bill C-93, Part III) has been introduced to merge the Canada Council with the Social Sciences and Humanities Research Council and the international cultural and academic relations programs of External Affairs and International Trade Canada.



**CC 1**

Aid to Professional Artists and Arts Organizations: the Canada Council has developed over 100 programs of support which are modified regularly to meet the changing needs of the arts community. Six sections are responsible for the overall development of specific art forms. They are: Dance, Music and Opera, Theatre, Writing and Publishing, Visual Arts and Media Arts. Four other sections complement their work. The Arts Awards Service administers an extensive program of grants to individual artists; the Explorations Program supports innovative projects by individuals, groups and non-profit organizations that venture into new artistic territory; the Arts Bank purchases works by visual artists and rents them for display in government departments and non-profit organizations across Canada; and the Touring Office provides services and grants to promote touring by artists and companies in dance, theatre, music and opera.

**CC 2**

Public Lending Right Commission: consisting of authors, librarians and publishers, the Public Lending Right Commission was established in 1986 to administer a program of payments to Canadian authors for their eligible books catalogued by libraries across Canada. PLR payments are determined by sampling the holdings of a representative number of libraries; the more libraries in which an eligible title is found, the larger the PLR payment. The available budget determines both the dollar value of a library "hit" and the maximum an author can earn. Cheques are issued each spring.

Inquiries: Ottawa/Hull (613) 598-4378 or toll-free 1-800-263-5588, extension 4545.

**CC 3**

Other Activities: in addition to its primary role in the arts, the Council maintains the Secretariat for the Canadian Commission for UNESCO and administers the Killam Program of prizes and fellowships to scholars of exceptional ability engaged in significant research projects. The Council also recognizes distinguished achievement through a number of prestigious prizes, including the Governor General's literary awards, Canada's premier literary prizes, valued at \$10 000 each; the \$50 000 Molson prizes for outstanding achievement in the arts, humanities or social sciences; the \$50 000 international Glenn Gould Prize for exceptional contribution to music and its communication through the use of any of the communications technologies; and the \$50 000 McLuhan Teleglobe Canada Award for exceptional contribution to a better understanding of the influence of communications media and communications technology on society.



## Consumer and Corporate Affairs Canada (CCAC)

Head Office  
Place du Portage  
50 Victoria Street  
Hull, Quebec  
(Mail: Ottawa, Ontario K1A 0C9)

Information: Ottawa/Hull (819) 997-2938; for hearing-impaired people (819) 994-0067; for other offices see Part II, Addresses.

Minister responsible:  
Minister of Consumer and Corporate Affairs

The principal role of Consumer and Corporate Affairs Canada is to promote the fair and efficient operation of the Canadian marketplace and to balance the interests of consumers and business. Its mission includes the establishment and administration of rules and guidelines for business conduct; transmission of accurate information to consumers; maintenance and stimulation of competition among businesses; establishment, administration and enforcement of standards for trade in commodities and services; protection from product-related hazards; and disclosure and diffusion of technological information.

### Consumer Policy and Protection (CCAC 1 – CCAC 7)

**CCAC 1**

Consumer Policy Branch: this Branch identifies, analyses and articulates marketplace consumer issues, and is responsible for developing consumer policy on a broad range of matters in support of the Minister's consumer protection and promotion responsibilities. It also recommends and initiates programs to promote consumer interest in the government, business and voluntary sectors. It administers a grants and contributions program.

**CCAC 2**

Consumer Protection from Misrepresentation and Economic Loss: Consumer Products is responsible for the enforcement of legislation and the administration of voluntary programs aimed at the prevention of product misrepresentation in the marketplace. Through its compliance activities, Consumer Products detects and prevents fraud and deception in the packaging, labelling, quality, quantity, composition and advertising of a wide range of food and non-food products. Consumer Products also ensures that consumers are provided with accurate and sufficient product information to choose between products.

**CCAC 3**

Consumer Protection – Approval and Inspection of Weighing and Measuring Devices: the Legal Metrology Branch ensures the accurate measurement of goods and services sold on the basis of measure in the Canadian marketplace. Any weighing or measuring device must first receive approval from the Legal



## Consumer and Corporate Affairs Canada

(continued)

Metrology Branch before it can be used in a trade application in Canada. A device is inspected upon installation and periodically thereafter by field staff who verify that it conforms to relevant legislation and specifications. These procedures apply to weighing and measuring devices of all types, such as light- and heavy-duty scales, electricity meters, natural gas meters and gasoline dispensers.

### CCAC 4

Product Safety: the Product Safety Branch administers and enforces the Hazardous Products Act and regulations to ensure the safety of consumers and workers exposed to hazardous products. In addition, the Branch develops regulations, promotes voluntary programs to protect consumers and investigates products that have caused accidents or injuries to consumers. Information programs are designed to increase consumer awareness of safety precautions and reduce the number of accidents.

### CCAC 5

Misleading Advertising: the Marketing Practices Branch investigates complaints concerning violations of the misleading advertising and deceptive marketing practices provisions of the Competition Act. Under its program of compliance, the Branch provides opinions on the application of the Act to proposed advertisements and promotional contests. *The Misleading Advertising Bulletin*, published quarterly, contains summaries of prosecutions that resulted in convictions as well as policy statements on various issues.

### CCAC 6

CA Identification Numbers: under the Textile Labelling and Advertising Regulations, textile dealers in Canada may obtain CA identification numbers to use on their labels in place of their names and addresses. The Department maintains an up-to-date record of all registered CA numbers and, on request, will provide the company name and address corresponding to a given number.

### CCAC 7

KIDSCARE: a national awareness program on child safety related to consumer products, KIDSCARE is aimed at reducing the number of accidents causing deaths and injuries to children. The program provides useful and colourful information to children, parents and caregivers.

Inquiries: KIDSCARE office, (613) 953-1998.

## Conflict of Interest (CCAC 8)

### CCAC 8

Conflict of Interest: the Assistant Deputy Registrar General administers the Conflict of Interest and Post-Employment Code for Public Office Holders. The office is specifically responsible for the application of the conflict of interest compliance measures to ministers of the Crown, their staff, parliamentary secretaries and

Governor in Council appointees. The office also maintains a public registry containing public documents stating methods of compliance as well as declarations made by public office holders in compliance with these measures.

## Business Incorporation and Competition (CCAC 9 – CCAC 10)

### CCAC 9

Incorporation of Businesses: the Corporations Directorate administers several federal acts, including the Canada Corporations Act and the Canada Business Corporations Act. All federal business corporations, with the exception of financial intermediaries, are incorporated under the Canada Business Corporations Act, while all federal non-profit corporations are established under Part II of the Canada Corporations Act. The Corporations Directorate processes submissions made by federal corporations in accordance with the acts it administers. It also provides public access to corporate statutory filings and ensures compliance with the applicable legislation.

### CCAC 10

Competition Policy: the Director of Investigation and Research of the Bureau of Competition Policy conducts examinations and inquiries into possible contraventions of the Competition Act. Trade practices reviewable under the Act include mergers, abuse of dominant position and refusal to deal. In addition, the Act includes criminal prohibitions against such things as bid rigging and price fixing. Under the provisions contained in Part IX of the Competition Act, pre-notification is required for all merger proposals that exceed certain size thresholds.

## Bankruptcy (CCAC 11)

### CCAC 11

Bankruptcy: the Superintendent of Bankruptcy plays an important role in promoting confidence in the integrity of Canada's credit system through the regulation of the insolvency process, licensing of trustees-in-bankruptcy, investigation of the conduct of bankrupts for possible offences under the Bankruptcy and Insolvency Act and the Criminal Code, and distribution of information on insolvency matters.

## Copyrights, Patents, Trade-marks (CCAC 12 – CCAC 14)

### CCAC 12

Copyright and Industrial Design: the Copyright and Industrial Design Branch administers the Copyright Act, which provides for the voluntary registration of copyright for original artistic, dramatic, literary or musical works; the Industrial Design Act, which provides for the registration of industrial designs of original shape or pattern, or in the form of ornamentation applied to a useful article of manufacture; and the Timber Marking Act, which provides for the registration of marks that are



used to identify the ownership of timber floated down inland waterways in Quebec, Ontario and New Brunswick.

### CCAC 13

**Patents:** the Patent Office not only issues patents but gathers and disseminates technological information found in the world's patent documents. A patent provides protection from others making, using or selling an invention and enables the inventor to sell or license his or her product. The first inventor to file an application for an invention is entitled to the patent. Although it is possible for an individual to apply for a patent, a registered patent agent should be consulted. Patents come into force on their date of issue and expire 20 years after filing (or earlier if maintenance fees are not paid). Protection, which is dependent on the granting of patents, becomes retroactive to the date of publication, 18 months after filing. The Canadian Patent Office will conduct a state-of-the-art search of technological information in Canadian and foreign patents to provide technology-based small businesses with a sample of what patents are available in their field of interest. The information can be used, among other things, to prevent duplication of research, find solutions to technological problems and identify new products for marketing.

### CCAC 14

**Trade-marks\*:** the Trade-marks Office registers trade-marks, that is, words, slogans, designs or any combination of these elements that distinguish the goods and services of one person or firm from those of another. Trade-mark owners have the right to prevent others from using their trade-marks for the same goods or services. Although it is not necessary to register a trade-mark to acquire ownership of such a mark, registration does establish broader rights, such as national protection and the right to allow others to use the trade-mark. (For example, franchising requires registration of the trade-mark and of the franchisee as a registered user of the trade-mark.) The Office also provides and maintains a computerized data base of all registered trade-marks, their owners with their addresses, the goods and services sold under trade-mark, pending and refused applications and other commercially valuable information.

\*Consumer and Corporate Affairs Canada hyphenates the word "trademark" in accordance with the 1985 Revised Statutes.

## Document Registration (CCAC 15)

### CCAC 15

**Document Registration:** the Registration Division of the Finance and Administration Directorate is a central depository for documents issued or registered by the Registrar General of Canada under the Formal Documents Regulations and other statutes. These include commissions of appointments by the Governor in Council, land grants from the Crown and proclamations, as well as documents concerning the Railway Act and the Canada Corporations Act. The Registration Division is also the keeper of the Great Seal of Canada.

## Metrology (CCAC 16)

### CCAC 16

**Information on Measurement:** this office provides information to the public on all matters related to measurement and in particular the International System of Units (SI). It is also responsible for the distribution of material published by the former Metric Commission, abolished in 1985.

## Lobbyists Registration (CCAC 17)

### CCAC 17

**Lobbyists Registration:** the Lobbyists Registration Act requires the registration of individuals who are paid to engage in certain lobbying activities. The Act distinguishes between two types of lobbyists. A Tier I lobbyist is an individual who is paid to provide certain types of lobbying services on behalf of a client. This includes professional lobbyists such as government relations consultants as well as lawyers, accountants and other professional advisors who provide lobbying services for their clients. A Tier II lobbyist is an employee whose job involves a significant amount of lobbying for his or her employer.

## Hazardous Materials (CCAC 18)

### CCAC 18

**The Workplace Hazardous Materials Information System (WHMIS):** this group establishes through consensus, the uniform national requirements to ensure that information on the hazards of materials sold or imported, for use in a workplace in Canada, is provided by suppliers to employers and employees. Inquiries: WHMIS, (613) 953-2035.

## Hazardous Materials Information Review Commission (CCAC 19)

66 Slater Street, Suite 400  
Ottawa, Ontario  
K1A 0C9

Information: Ottawa/Hull (613) 993-4331; Fax (613) 993-4686.

### CCAC 19

**Hazardous Materials Information Review Commission:** the Commission was established in October 1987 pursuant to the Hazardous Materials Information Review Act and is part of the federal government's implementation of the Workplace Hazardous Materials Information System (WHMIS). This system requires suppliers and employers using hazardous products to disclose, on labels and material safety data sheets, specific information on products controlled under the Hazardous Products Act and the relevant federal and provincial occupational health and safety legislation. Recognizing that certain product information may be confidential, the Commission was established in recognition of the right of suppliers and employers to





**Consumer and Corporate Affairs Canada***(continued)*

protect genuine confidential business information, while balancing employees' rights to know the hazardous products they encounter in the workplace. The Commission provides an independent decision on claims for limited exemption from the disclosure requirements of this legislation and also rules on the compliance of labels and material safety data sheets with mandatory WHMIS requirements. These decisions may be appealed to independent, quasi-judicial appeal boards whose members represent governments, labour and industry.

In carrying out its mandate, the Commission is required to recover its costs through a system of user fees.

**Canadian Commercial Corporation (CCC)**

Metropolitan Centre, 11th Floor  
50 O'Connor Street  
Ottawa, Ontario  
K1A 0S6

Information: Ottawa/Hull (613) 996-0034.

Minister responsible:  
Minister of Supply and Services

**CCC 1**

By serving as prime contractor in export transactions, the Canadian Commercial Corporation facilitates the sale of a wide range of goods and services from Canadian sources. It also responds to requests from foreign governments and international agencies for individual products or services by identifying Canadian firms capable of meeting the customer's requirements. The Corporation executes prime as well as back-to-back contracts and follows through with the contract management, inspection, acceptance and payment aspects of each sale.

**Canadian Centre for Management Development (CCMD)**

Office of the Principal  
De La Salle Campus  
373 Sussex Drive  
Ottawa, Ontario

Touraine Campus  
646 Principale Street  
Touraine, Quebec  
(Mail: for both campuses P O Box 420, Station A,  
Ottawa, Ontario, K1N 8V4)

Information: Ottawa/Hull (613) 992-8062; Touraine  
(819) 997-4163.

Minister responsible:  
Prime Minister

**CCMD 1**

Established in 1988, the Centre focuses on the training, orientation and development of senior managers in the federal sector. It has three major programs.

Management Development: offers courses for managers below the level of assistant deputy minister (ADM). It comprises orientation courses, overview of government, Career Assignment Program (CAP) seminars, short courses and armchair sessions.

Advanced Management: emphasizes development services for deputy ministers, assistant deputy ministers and equivalent; develops innovative courses, lectures and other activities on new or emerging information on public management; and publishes case studies on federal management.

Research: CCMD's research program seeks to enhance knowledge of public management. Research priorities are established annually and results are published in working papers. The research branch administers a fellows program supporting appointments to both CCMD and Canadian universities and also sponsors the annual John L Manion lecture.



## Canadian Centre for Occupational Health and Safety (CCOHS)

250 Main Street East  
Hamilton, Ontario  
L8N 1H6

Information: Hamilton, Ontario (416) 572-2981; inquiries direct line, Hamilton (416) 572-4400 or toll-free 1-800-263-8466; customer service, Hamilton (416) 572-4429 or toll-free 1-800-668-4284.

Minister responsible:  
Minister of Labour

### CCOHS 1

CCOHS is the national information resource in occupational health and safety. Created by an Act of Parliament in 1978 "to promote the fundamental right of Canadians to a healthy and safe working environment," it is funded partially by the federal government and is governed by a council representative of governments, labour and employers. CCOHS provides occupational health and safety information through a free and confidential inquiries service, publications and CCINFO, its computerized information service. The computerized information is available both on line (CCINFOline) and on CD-ROM (CCINFOdisc). The CCOHS membership program provides both standard and customized services tailored to the needs of member organizations.



## Canadian Commission for UNESCO (CCU)

99 Metcalfe Street  
(P O Box 1047)  
Ottawa, Ontario  
K1P 5V8

Information: Ottawa/Hull (613) 598-4325; Fax (613) 598-4405.

The Canadian Commission for UNESCO is a division of the Canada Council which reports directly to Parliament.

### CCU 1

The Canadian Commission for UNESCO co-operates with governments, organizations, institutions and individuals in Canada interested in the activities of the United Nations Educational, Scientific and Cultural Organization. The Commission also works with the UNESCO Secretariat in Paris and with national commissions in other member states to implement UNESCO programs. It advises the Canadian government through the Department of External Affairs and International Trade on all matters relating to UNESCO. The Commission publishes a bulletin, available free of charge, four times a year.



## Canadian Dairy Commission (CDC)

Pebb Building  
2197 Riverside Drive  
Ottawa, Ontario  
K1A 0Z2

Information: Ottawa/Hull (613) 998-9490.

Minister responsible:  
Minister of Agriculture

### CDC 1

The Canadian Dairy Commission administers the national dairy policy, the objective of which is to achieve a healthy, viable dairy industry. Working closely with producers, processors, exporters and provincial milk marketing boards and agencies, the Commission advises the Minister of Agriculture on matters relating to the dairy industry. It develops policies and programs in line with industry needs while ensuring adequate supplies of quality dairy products for Canadian consumers.



## Canada Deposit Insurance Corporation (CDIC)

Head Office  
50 O'Connor Street, 17th Floor  
(P O Box 2340, Station D)  
Ottawa, Ontario  
K1P 5W5

Information: Ottawa/Hull (613) 996-2081; Toronto (416) 973-3887 or toll-free 1-800-461-CDIC (1-800-461-2342).

Minister responsible:  
Minister of State (Finance)

The Canada Deposit Insurance Corporation (CDIC) is a federal Crown corporation created in 1967 to protect money deposited in member financial institutions. CDIC's members include banks, trust companies and loan companies. To obtain membership, an application must be submitted and approved. CDIC promotes standards for sound business and financial practices by member institutions.

### CDIC 1

Deposit Insurance: the maximum basic protection a person may have with the same member is \$60 000. Separate protection is provided for joint deposits, trust deposits and deposits held in registered retirement savings plans and registered retirement income funds. Insurable deposits include savings and chequing accounts, term deposits such as guaranteed investment certificates and debentures issued by loan companies, money orders, drafts, certified drafts and cheques, and traveller's cheques issued by members. To be eligible for deposit insurance protection, a deposit must be





**Canada Deposit Insurance Corporation***(continued)*

payable in Canada, in Canadian currency. It must also be repayable no later than five years after the date of deposit.

The deposit insurance protection provided by CDIC is the same for all members. However, for deposits made in the province of Quebec with provincially incorporated members, the protection is provided by the Quebec Deposit Insurance Board (QDIB) and not CDIC.

**Canada Development Investment Corporation (CDVIC)**

Scotia Plaza  
Suite 2703  
(P O Box 320)  
Toronto, Ontario  
M5H 3Y2

Information: Toronto (416) 864-0333.

Minister responsible:  
Minister of State (Finance and Privatization)

**CDVIC 1**

Canada Development Investment Corporation is a federal Crown corporation responsible for the divestiture of corporate interests of the Crown. It also manages federal shares in mixed-ownership enterprises for which divestiture is the ultimate objective, but which may require commercial strengthening before the federal shares can be sold. In certain cases where the divestiture is in stages, the Corporation manages remaining federal corporate interests directly or on behalf of the government. The management of such interests is governed by the Board of Directors using commercial decisions. The Corporation manages the federal government's investments in Canada Eldor Inc. (formerly Eldorado Nuclear Limited), Ginn Publishing Canada Inc. and Theratronics International Limited (formerly the Medical Products Division of Atomic Energy of Canada Limited). It also manages the federal government's shares in Varsity Corporation and advises the federal government on its holdings in National Sea Products.

**Canada Harbour Place Corporation (CHPC)**

999 Canada Place Way, Suite 1001  
Vancouver, British Columbia  
V6C 3C1

Information: Vancouver (604) 666-7200.

Minister responsible:  
Minister of Transport

**CHPC 1**

The Canada Harbour Place Corporation is a Crown corporation established in June 1982 by federal-provincial agreement to design and construct Canada Place in Vancouver. The project includes the Vancouver Trade and Convention Centre, converted from space used for the Canada Pavilion at Expo 86; the Pan Pacific Vancouver Hotel, built for Tokyo Canada Corporation; the World Trade Centre; and a cruise ship facility, built for the Vancouver Ports Corporation (Ports Canada). The Canada Place complex is federally owned and operated by the Corporation.

**Canadian Human Rights Commission (CHRC)**

Headquarters  
Place de Ville, Tower A, 13th Floor  
320 Queen Street  
Ottawa, Ontario  
K1A 1E1

Information: Ottawa/Hull (613) 995-1151; for hearing-impaired people, Ottawa/Hull (613) 996-5211; regional offices see Part II, Addresses. Collect calls are accepted throughout Canada.

The Canadian Human Rights Commission reports to Parliament through the Minister of Justice.

**CHRC 1**

The Canadian Human Rights Commission administers the Canadian Human Rights Act, which requires employers and employees under federal jurisdiction to provide equal access to goods, services, facilities, accommodation or employment, without discrimination because of pregnancy or childbirth, or on the grounds of race, colour, national or ethnic origin, religion, age, sex, marital status, family status, pardoned conviction or disability (both physical and mental, including alcohol or drug dependence). Harassment on any of these grounds is prohibited. The Act also requires that men and women be paid equally for work of equal value. The Commission investigates complaints of discrimination lodged against organizations under federal jurisdiction. It also monitors the annual reports filed by federally regulated employers under the Employment Equity Act 1986 and, where appropriate, takes action under the Canadian Human Rights Act.





## The Correctional Investigator Canada (CIC)

P O Box 2324, Station D  
Ottawa, Ontario  
K1P 5W5

Information: Ottawa/Hull (613) 993-6425 or call  
toll-free 1-800-267-5982.

Minister responsible:  
Solicitor General of Canada

### CIC 1

The Correctional Investigator investigates all complaints received from inmates or filed on their behalf, as defined in the Parole Act. The complaints may involve issues relating to the confinement of inmates in penitentiaries or problems arising from inmate supervision when temporary absence, day parole, parole or mandatory supervision has been granted. The complaint must also fall under the area of responsibility of the Solicitor General.



## Canadian Intergovernmental Conference Secretariat (CICS)

110 O'Connor Street, 10th Floor  
(P O Box 488, Station A)  
Ottawa, Ontario  
K1N 8V5

Information: Ottawa/Hull (613) 995-2341.

Minister responsible:  
Prime Minister

### CICS 1

The Canadian Intergovernmental Conference Secretariat (CICS) was created in 1973 by the first ministers of Canada to provide all services required for the organization and administration of federal-provincial and interprovincial meetings of first ministers, ministers and deputy ministers.

The Secretariat, as an agency of both the federal and provincial governments, acts as a neutral intergovernmental body. Its budget is supported by both orders of government and its staff includes both federal and provincial public servants. Operations are reviewed by federal and provincial senior officials designated by their first ministers. The secretary reports to all governments annually. Services include provision of a conference secretary and liaison with delegations on behalf of the chair; preparation of a conference program; registration of delegates and accreditation of media representatives; translation, printing and distribution of conference documents; provision of interpretation, media and security services; preparation of summaries of proceedings; and distribution of verbatim transcripts and other records of conference activities. The Secretariat arranges for the coding of conference documents and maintains document

archives for the use of governments and the general public. It is also the principal source of unclassified intergovernmental conference documentation for legislative, university and municipal libraries in Canada.



## Canadian International Development Agency (CIDA)

Place du Centre  
200 Promenade du Portage  
Hull, Quebec  
(Mail: Ottawa, Ontario K1A 0G4)

Information: Public Inquiries Centre, Ottawa/Hull  
(819) 997-5006; reception (819) 997-5456.

Minister responsible:  
Minister for External Relations and International  
Development

### CIDA 1

International Development Assistance: CIDA is responsible for about three quarters of Canada's official aid to developing countries. Its goal is to help the peoples and countries of the Third World achieve self-sustaining social and economic development. Canada's official development assistance (ODA) is divided into two categories. One half of the funding is a Partnership Program shaped by the initiatives of the government's partners in development (such as non-governmental organizations and institutions, business and multilateral organizations). These groups are responsible for planning and carrying out their own programs and projects. The other half of ODA supports Canada's National Initiatives Program of bilateral assistance and other contributions to development projects approved by the government.

### CIDA 2

Government-to-Government Assistance: this program provides direct assistance to eligible developing countries in Africa, Asia, the Caribbean and Latin America. Funding is provided for specific projects that respond to the needs and priorities of developing countries; this aid is partly tied to the use of Canadian goods and services. (This initiative was formerly called bilateral development assistance.)

### CIDA 3

Participation of Canadian Business in Government-to-Government Assistance: CIDA establishes and develops working relationships with Canadian industry and calls on its expertise and products to implement development projects.

### CIDA 4

Non-governmental Organizations: CIDA helps Canadian voluntary organizations participate in international development efforts. Non-governmental organizations, in partnership with developing country counterparts, sponsor projects in more than a hundred



## Canadian International Development Agency (continued)

countries. Funded by voluntary contributions from Canadians matched with grants from CIDA, the projects spark development at the grass-roots level.

### CIDA 5

**Institutional Co-operation:** CIDA helps Canadian institutions (such as educational institutions, co-operatives and unions, and other social institutions) become involved in joint ventures with similar institutions in developing countries.

### CIDA 6

**Industrial Co-operation Program:** CIDA promotes Third World industrial development through co-operative efforts with Canada's private sector. The Industrial Co-operation Program, through various contribution mechanisms, helps Canadian companies aid their counterparts in developing countries. Preference is given to small- and medium-sized enterprises.

### CIDA 7

**Food Aid:** Canadian food aid serves both humanitarian and developmental objectives. Bilateral food aid goes direct to the recipient government, which most often sells it to provide money for agricultural projects, incentive schemes to help local farmers or other long-term solutions to food problems. Multilateral food aid contributions are directed to the United Nations World Food Program, which uses them to meet emergency needs and to help developing countries become more self-reliant.

### CIDA 8

**International Organizations:** through its multilateral aid program, Canada, together with other donor countries, supports the work of international development organizations. CIDA contributes to the United Nations agencies, Commonwealth and Francophone institutions, multilateral development banks such as the World Bank, which offer loans interest-free to developing countries, and the International Fund for Agricultural Development, which works to boost food production and overcome malnutrition.

### CIDA 9

**International Humanitarian Assistance:** Canadian help flows to disaster victims either directly or through contributions to the work of international institutions, and Canadian and international non-governmental organizations. Canada can thereby respond quickly to emergency appeals, provide longer-term support for international humanitarian institutions and help Third World countries strengthen their ability to cope with the consequences of disasters.

### CIDA 10

**International Development Work:** CIDA publishes a guide which briefly describes the various job possibilities in the international development field, both overseas and in Canada.

### CIDA 11

**Scholarships:** these awards are offered each year to Canadian citizens who have completed an undergraduate program of studies and have indicated a definite commitment to, and suitability for, a career in international development. Applicants wishing to use an award to pursue a Ph.D. program are not eligible.

### CIDA 12

**Youth Initiatives Fund:** this program helps fund the initiatives of non-governmental agencies, institutions, schools and private-sector firms to involve young people in international development through exchange programs, short-term training, placements overseas and awareness programs. Its aim is to increase the awareness among young Canadians of the issues, challenges and opportunities affecting developing countries, to foster links between Canadian youth and their counterparts in developing countries and to develop a growing community in Canada committed to constructive relations with the developing world. Inquiries: Ottawa/Hull (819) 997-5042.



## Canadian International Grains Institute (CIGI)

303 Main Street, Suite 1000  
Winnipeg, Manitoba  
R3C 3G7

Information: Winnipeg (204) 983-5344.

Minister responsible:  
Minister of State (Grains and Oilseeds)

### CIGI 1

The Canadian International Grains Institute is a non-profit corporation offering instructional programs in grain handling, transportation, marketing and technology. It provides market development support for Canada's grain and oilseed industry. The Institute is affiliated with the Canadian Wheat Board and the Canadian Grain Commission. It works closely with Agriculture Canada, the grain business and academic communities. By providing buyers and potential buyers of Canadian grain with a better understanding of both the Canadian and the world grain industry, the Institute contributes to the maintenance and enlargement of markets for Canadian grain and oilseeds and their products. Course participation is by invitation only.





## Canadian International Trade Tribunal (CITT)

Journal Tower South, 21st Floor  
365 Laurier Avenue West  
Ottawa, Ontario  
K1A 0G7

Information: Ottawa/Hull (613) 993-4601.

Minister responsible:  
Minister of Finance

### CITT 1

An independent quasi-judicial body, the Canadian International Trade Tribunal took over the inquiry and appeal functions of the Tariff Board, the Canadian Import Tribunal and the Textile and Clothing Board in 1988. The Tribunal has rules and procedures similar to those of a court of law but not quite as strict. It hears appeals from Revenue Canada, Customs and Excise decisions on customs tariff classifications, excise tax and related matters; conducts inquiries and determines whether Canadian producers are being injured by the imports which benefit from tariff concessions for developing countries (GPT and CARIBCAN) or seriously injured by imports from all sources; conducts inquiries at the request of the government on any matter related to the economic, trade or commercial interests of Canada; and makes findings on whether imported goods which have been found to be dumped are injuring Canadian producers of like goods. Decisions of the Tribunal may be appealed to the Federal Court of Canada, to GATT dispute settlement panels and to binational (Canada – US) panels.

As a result of the February 1992 budget, the Tribunal is amalgamating with the Procurement Review Board of Canada. Enabling legislation is expected to pass in 1993.



## Canada Lands Company Limited (CLC)

c/o Public Works Canada  
Crown Corporations Directorate  
Sir Charles Tupper Building  
Riverside Drive  
Ottawa, Ontario  
K1A 0M2

Information: Ottawa/Hull (613) 736-2222.

Minister responsible:  
Minister of Public Works

### CLC 1

The Canada Lands Company Limited is a corporate structure under which subsidiary Crown corporations have been established and assigned management and development responsibilities for federal properties involved, under agreement with the Minister of Public Works. One subsidiary is the Old Port of Montreal

Corporation Inc., which has a mandate to implement a plan to revitalize and manage lands owned by the Crown in Montreal in the area between Amherst Street and the Bonaventure Highway at the south of Commune Street, including the Cité du Havre. Others are the Canada Lands Company (Vieux-Port de Québec) Inc., which ceased operations in March 1988 and the Canada Lands Company (Mirabel) Limited, which ceased operations in March 1991. Inquiries: Montreal (514) 283-5256.



## Canada Labour Relations Board (CLRB)

Head Office  
C D Howe Building, 4th Floor West  
240 Sparks Street  
Ottawa, Ontario  
K1A 0X8

Information: Ottawa/Hull (613) 996-9466; regional offices see Part II, Addresses.

Minister responsible:  
Minister of Labour

### CLRB 1

The Canada Labour Relations Board is an adjudicative, quasi-judicial, administrative tribunal with statutory powers and functions derived from Part I and Part II of the Canada Labour Code. The Board's jurisdiction in industrial relations and safety covers federal works, undertakings and businesses, including all forms of interprovincial or international transportation of goods or passengers, broadcasting, communications, longshore activities, grain handling, banking, uranium mining and certain Crown corporations. The Board's principal activities are the granting or revoking of collective bargaining rights; the mediation or adjudication of complaints of unfair labour practice and allegations of unlawful strike or lockout including the issue of restraining or cease-and-desist orders; the settlement of complaints regarding the exercise of rights under safety legislation; and the disposition of referrals concerning the existence of danger. In Yukon and the Northwest Territories, the Board's activities also cover those that would normally fall under provincial jurisdiction.







## Canadian Museum of Civilization (CMC)

100 Laurier Street  
(P O Box 3100, Station B)  
Hull, Quebec  
J8X 4H2

Information: Ottawa/Hull (819) 776-7000; for hearing-impaired people (819) 776-7003.

Minister responsible:  
Minister of Communications

### CMC 1

The Canadian Museum of Civilization traces more than 10 000 years of human presence in Canada in its exhibits of archaeology, ethnology, folk culture and social history. The museum also conducts research, collects and preserves artifacts and disseminates information about these fields. The museum presents dramatic displays that illustrate native culture and the history and heritage of settlement in Canada. The complex also houses a children's museum, galleries devoted to temporary exhibitions of folk art, native art, a 500-seat auditorium and CINÉPLUS, a theatre equipped with IMAX and OMNIMAX projection systems.



## Canada Mortgage and Housing Corporation (CMHC)

Head Office  
700 Montreal Road  
Ottawa, Ontario  
K1A 0P7

Information: Ottawa/Hull (613) 748-2000; regional or local offices see Part II, Addresses.

Minister responsible:  
Minister responsible for the Canada Mortgage and Housing Corporation Act and the National Housing Act (at present the Minister of Public Works)

Canada Mortgage and Housing Corporation administers the Canada Mortgage and Housing Corporation Act, the National Housing Act and the National Housing Loan Regulations. It insures mortgage loans made by approved lenders for new and existing homeowners, rental, co-operative and non-profit housing. It guarantees mortgage-backed securities, administers federal social housing programs and carries out a variety of housing support activities.

### CMHC 1

Canadian Housing Information Centre: the Centre is the largest housing research library in Canada. It contains some 75 000 titles and plays a major role in supporting the work of the housing research community across Canada. Its extensive holdings include journals, professional publications, books, videos, policy studies and research reports on various aspects of housing and

community development. In addition, the Centre has a photo library of more than 100 000 images relating to housing and the built environment throughout Canada, with facilities for viewing slides and videos. Copies of CMHC's research reports, bibliographies and publications covering a wide range of social, economic and technical matters related to housing are distributed from the Centre.

The Centre's services are available to people in the housing industry, to officials in other government departments, to consultants and to housing researchers at colleges and universities. It also provides members of the public with information on all aspects of housing and community development through its information, reference and referral services. The Centre offers several publications designed to keep clients abreast of new research on housing and community development. These include *Recent Research Funded by CMHC: Quarterly Report; Compendium of Research; CMHC List of Priced Publications & Videos; CHIC Acquisitions List; CHIC Periodicals List; and Human Settlements Audio-Visual Catalogue*.

Inquiries: Information desk, Ottawa/Hull (613) 748-2367; Fax (613) 748-4069.

### CMHC 2

Housing for Senior Citizens/Advisory Services: CMHC works with all levels of government and the private and non-profit housing sectors to research ways of providing seniors with a greater range of affordable housing. Emphasis is on new housing and adaptation options that enable seniors to live as independently as possible, that make it easier for families to provide informal support and that allow seniors to use their financial resources more effectively. Videos, slides and publications are available to the public.

### CMHC 3

Housing Technology Incentives Program: this program encourages the development of new ideas, products or methods to improve the efficiency, affordability, comfort, safety and health of the occupants of new and existing residential buildings. Assistance is provided to help with the special costs involved in developing and testing innovative products and concepts. Results are disseminated to the industry, professionals and consumers through the Canadian Housing Information Centre.

The Job-Site Innovator Awards Program recognizes residential builders and renovators whose new construction techniques or "tricks of the trade" make house construction easier, faster or more cost effective. Fact sheets describing these construction techniques are available to the public.

### CMHC 4

Publications and Guidelines/Housing and Community Development: the Corporation provides guidelines and advisory documents, as well as design and performance criteria relating to housing construction, housing units and community environments. Advisory documents include requirements for people with physical disabilities and elderly people. Publications and audio-visual materials dealing with housing-related topics are available to the public.

**CMHC 5**

**Mortgage Loan Insurance:** this program ensures the availability of mortgage funds, in particular funds for high-ratio mortgages, by protecting lenders in the event of borrower default. By insuring loans made by National Housing Act (NHA) approved lenders, CMHC provides equal access to mortgage financing to borrowers in all parts of the country at the lowest feasible cost. Mortgage loan insurance is also used to facilitate the financing of social housing projects, including those delivered by provincial housing agencies. CMHC acts as a lender of last resort in areas where private lending institutions are unable or unwilling to extend mortgage funds.

**CMHC 6**

**Residential Rehabilitation Assistance Program (RRAP):** financial assistance is available to homeowners to bring their properties up to minimum health and safety standards and to homeowners and landlords to improve accessibility for disabled occupants.

**CMHC 7**

**Rural and Native Housing Program (RNHP):** housing assistance on a home ownership, lease-to-purchase and rental basis is provided to households in rural communities of 2500 people or less to improve housing conditions.

**CMHC 8**

**Federal Co-operative Housing Program:** this program supports the efforts of co-operative groups to provide and operate housing projects for moderate-income Canadians. No further commitments are being made through this program.

**CMHC 9**

**Non-profit Housing Program:** through this program, subsidy assistance is provided to non-profit rental housing projects on a rent-to-income basis for households in need.

**CMHC 10**

**Project Haven:** Project Haven is a special interdepartmental initiative which is part of the federal Family Violence Initiatives (FVI). Between 1988 and 1992, it provided emergency short-term shelter for women and children experiencing family violence. CMHC took the lead role for delivering Project Haven at the request of Health and Welfare Canada. In total, 78 shelters (453 units/bedrooms) for abused women and their children were funded under Project Haven across Canada.

**CMHC 11**

**The Next Step:** the Next Step is part of a second four-year phase (1991 to 1994) of funding for federal initiatives on family violence. The main thrust of this program is to provide longer-term, second-stage housing for women who are victims of family violence. Of the \$20.6 million targeted for Next Step, approximately \$4 million is to be used to provide emergency shelter units for family violence victims. CMHC is to provide 170 units of transitional or second-stage housing and 80 bedrooms/units of emergency shelter under this program.

**CMHC 12**

**Mortgage-backed Securities Program:** Mortgage-backed Securities (MBS) are a popular source of funding for residential mortgages. With CMHC providing a guarantee of timely payment to investors, MBS help increase the supply of longer-term mortgages, improve stability in mortgage interest rates and create a thriving secondary market for mortgages. MBS have also helped reduce social housing subsidies paid by the federal government because through MBS, mortgage funds are available at lower costs. These savings are passed on to social housing groups through lower interest rates. In 1992, 25-year term mortgages became available to the Canadian marketplace through the Mortgage-backed Securities Program.

**CMHC 13**

**Rent Supplement Program:** this program provides subsidy assistance to private housing projects that rent their units to households in need, and for up to 50 percent of units in federal co-operative housing projects.

**CMHC 14**

**Urban Native Non-profit Housing Program:** similar to the Non-profit Housing Program, this program provides subsidy assistance to native-sponsored non-profit housing organizations to own and operate rental housing projects.

**CMHC 15**

**On-reserve Non-profit Housing Program:** CMHC provides assistance, in conjunction with Indian and Northern Affairs Canada, to Indian bands to offset a portion of amortization and operating costs incurred in operating non-profit on-reserve projects.

**CMHC 16**

**Emergency Repair Program:** this program provides assistance to rural householders who need to make emergency repairs to their homes for continued safe occupancy.

**CMHC 17**

**Portfolio Management:** the Corporation administers over 650 000 social housing units nationwide, half of which (325 000 units) are provincially administered. These include units in family, seniors, single and special purpose housing projects in urban areas and detached units in rural and remote areas. With the Competitive Financing Renewal Process, the Corporation also ensures that the lowest interest rates are achieved on the renewal of insured non-profit and co-operative housing loans held by CMHC-approved lenders.

**CMHC 18**

**International Relations:** CMHC is the lead federal agency for housing and urban issues on the international scene.

**CMHC 19**

**Housing Market Information System:** the system monitors construction of new dwellings, and analyses the current state of rental markets in urban centres across the country. Used extensively by the media, the system is a key instrument in informing Canadians on housing market issues.



## Canada Mortgage and Housing Corporation

(continued)

### CMHC 20

Market Analysis Centre: the Centre increases awareness of housing market trends by providing reliable analyses and forecasts of housing starts, sales, prices, rental vacancy rates and mortgage market trends. The Centre produces three quarterly national publications, *National Housing Outlook*, *Mortgage Market Trends* and *Canadian Housing Markets*. At the local level, semi-annual builder and real estate forecasts, monthly or quarterly local market reports and semi-annual rental markets reports are produced. Six annual publications look at the national and regional renovation markets.

### CMHC 21

Home Adaptations for Seniors' Independence: this is a two-year demonstration program providing grants of up to \$2500 to senior citizens to undertake minor home adaptations. The program is part of the federal government's strategy for the integration of persons with disabilities. Delivery of the program began in January 1992.

### CMHC 22

Land Management: land development expertise is provided to the government for a small number of high-profile housing projects in Toronto and Vancouver. The sector acts as the federal partner in 23 land development projects with the provinces, manages five CMHC residential land development projects and oversees the redevelopment of three existing CMHC projects and sites.

### CMHC 23

Canadian Centre for Public/Private Partnerships: the Centre, established within CMHC, is intended to be a catalyst for the development of private-public partnerships for the production of affordable housing.

### CMHC 24

Affordability and Choice Today (ACT): sponsored by CMHC and carried out under the direction of the Canadian Home Builders' Association, the Federation of Canadian Municipalities and the Canadian Housing and Renewal Association, this initiative fosters regulatory reform at the local level to improve housing affordability and choice.

### CMHC 25

Tripartite Co-ordinating Committees: committees have been established in nearly 20 urban municipalities to open communications between federal, provincial and local governments on housing affordability, including the prospects for developing government land for affordable housing.

### CMHC 26

Housing Awards Competition: the Corporation sponsors a biennial national housing competition to recognize innovation in housing for particular groups in society. In 1992, the theme for the competition was housing solutions to help persons with disabilities live independently in their communities.

### CMHC 27

Government Strategy for the Integration of Persons with Disabilities: as part of an overall five-year, \$158 million government strategy, CMHC will conduct research and demonstrations on housing options for disabled persons and administer a demonstration program designed to help older people remain independent in their homes through financial assistance for home adaptations.

### CMHC 28

The Speakers' Bureau: the Bureau provides CMHC speakers to those organizing community and other events, including conferences. Presentations range from housing in general to specific, technical and non-technical subjects, depending on what organizers want to cover.



## Canadian Museum of Nature (CMN)

Victoria Memorial Museum Building  
240 McLeod Street  
(P O Box 3443, Station D)  
Ottawa, Ontario  
K1P 6P4

Information: Ottawa/Hull (613) 996-3102.

Minister responsible:  
Minister of Communications

### CMN 1

The Canadian Museum of Nature maintains collections and conducts research in the fields of botany, zoology, mineral sciences and paleobiology. Its natural history displays are presented in six permanent halls as well as in temporary and travelling exhibitions. Information derived from the museum's research and collections is available through a variety of popular and scientific publications, educational programs, loans of specimens, films, workshops, conferences, performances and nature excursions.



## Canadian National (CN)

Corporate Headquarters  
935 De La Gauchetière Street West  
P O Box 8100, Station A  
Montreal, Quebec  
H3C 3N4

Other Offices: see Part II, Addresses.

Business Unit Headquarters: Calgary (CN Exploration), Toronto (CN Real Estate and CN Tower), Montreal (CANAC International Inc. and CN Investment Division), Detroit, USA (Grand Trunk Corporation).



Information: General inquiries, Montreal (514) 399-5430; Fax (514) 399-5586; regional and other offices, business unit headquarters *see* Part II, Addresses.

Ministers responsible:  
Minister of Transport  
Minister of State (Transport)

Canadian National, a Crown corporation, offers nation-wide transportation, distribution and related services to Canadian industry and the public.

#### CN 1

Freight Services: CN operates Canada's largest railway network. CN Rail, the company's core business division, provides freight transportation in all 10 provinces and the Northwest Territories, and offers container and intermodal services to domestic and international shippers. As well, a US subsidiary, Grand Trunk Corporation, serves the US Northeast and Midwest and connects CN lines in Canada with the increasingly important US transborder market.

#### CN 2

Operation Lifesaver: CN supports this public awareness and education campaign which was launched in 1981 to prevent accidents at level crossings. In co-operation with the Railway Association of Canada, Transport Canada and the Canada Safety Council, CN offers speakers, literature and video programs to government departments and agencies, public schools, driving schools, commercial vehicle operators and other organizations. There are campaign contacts in every mainland province.

Inquiries: CN Public Affairs, Corporate Headquarters, Montreal (514) 399-7210; Fax (514) 399-5344.

#### CN 3

Business Units: CN's non-rail business units provide real estate development of railway lands (CN Real Estate); transmission of communications and tourist attractions (CN Tower Limited); exploration and development of mineral resources on railway lands (CN Exploration); international consulting and contracting services in transportation and telecommunications (CANAC International Inc.); and pension trust fund investment (CN Investment Division).

Inquiries: Business unit headquarters, *see* Part II, Addresses.

#### CN 4

Scholarships for Women: a special initiative of CN to promote employment equity, CN Scholarships for Women are designed to encourage women to seek careers in non-traditional fields such as welding, mechanics, carpentry, electronic technology and drafting. Each summer, scholarships valued at \$600 each are available to 68 women who have been accepted by participating Canadian educational institutions for the fall semester of technical or skilled trade courses.

Inquiries: CN Employment Equity, Corporate Headquarters, Montreal (514) 399-7675; Fax (514) 399-7721.

#### CN 5

Native Educational Awards Program: CN established this program in 1988 to help native peoples (Inuit, status and non-status Indians, and Métis) who want to do postsecondary studies leading to a career in a transportation-related field. Five scholarships of \$2000 each are awarded each year to native students across the country. Although CN does not guarantee permanent employment to any scholarship recipient, CN will try to provide summer employment to award recipients.

Inquiries: CN Employment Equity, Corporate Headquarters, Montreal (514) 399-7676; Fax (514) 399-7721.



### Communications Canada (COM)

Head Office  
Journal Tower North  
300 Slater Street  
Ottawa, Ontario  
K1A 0C8

Information: Ottawa/Hull (613) 990-4842; Cultural Property Export Review Board *see* COM 11 below; Canadian Conservation Institute *see* COM 47 below; for other offices *see* Part II, Addresses. For information on the Canadian Heritage Information Network (CHIN), *see* the Table of Contents.

Minister responsible:  
Minister of Communications

Communications Canada (the Department of Communications) is responsible for projects, facilities, systems and services that concern communications and telecommunications. The Department also supports the Canadian communications industry to enhance its competitiveness both nationally and internationally.

#### COM 1

Cultural Initiatives Program: this program responds to the demonstrated needs of professional Canadian non-profit cultural organizations. It has three components: support to innovative management development projects, capital assistance to cultural organizations and support to festivals and special events of national character or significance. Inquiries: Regional offices *see* Part II, Addresses.

#### COM 2

Canadian Film and Video Service Organizations Contributions Program: the program was created in 1984-1985 with an annual budget of \$250 000. Its objective is to provide financial assistance in support of services and special projects undertaken by organizations serving the Canadian film and video industry. Eligibility is restricted to Canadian film and video service organizations operating nationally or regionally that represent professionals engaged in the Canadian film and video industry.



**Communications Canada** (*continued*)**COM 3**

Sound Recording Development Program: Canadian-owned companies that produce, publish, distribute, market or promote Canadian-content music are eligible for assistance in the following areas: production of sound recordings, music videos or syndicated radio programs; production and distribution of specialized music; international touring and export marketing; and business development. National trade associations are also eligible for assistance in the areas of export marketing and business development. Inquiries: (514) 283-2873.

**COM 4**

Canadian Sound-Recording Service Organizations Contributions Program: this program was created in 1988-89 with an annual budget of \$350 000. It provides financial assistance in support of services and special projects undertaken by organizations serving the Canadian sound-recording industry. Eligibility is restricted to Canadian sound-recording service organizations operating nationally or regionally that represent professionals engaged in the Canadian sound-recording industry. Inquiries: (613) 990-4157.

**COM 5**

Film and Video Certification: the Canadian Audio-Visual Certification Office (CAVCO) certifies that a film or video production is Canadian and that it meets the criteria set out in the Income Tax Regulations. Canadian taxpayers may deduct from their taxable income, on a declining basis, 30 percent of the amount of their investment in certified Canadian film and video productions. CAVCO also administers the UNESCO audio-visual certification program, which facilitates the international circulation of visual and auditory materials of an educational, scientific and cultural character. Inquiries: Canadian Audio-Visual Certification Office, Ottawa/Hull (613) 990-4090.

**COM 6**

Film Co-productions Agreements: the Department is responsible for negotiating film and video co-production agreements that are then administered for the Department by Telefilm Canada. Such agreements are legal accords between two governments and allow film and video producers to draw on financial and creative resources in both countries. They also assist with the foreign distribution of films. To date, Canada has signed 27 bilateral film and television co-production agreements with 23 countries. From 1991 to 1992, bilateral film and television co-production activity doubled, with a significant increase in financial activity with France, the United Kingdom, Germany, Australia, New Zealand and Argentina. Co-production projects were also completed with Israel, Spain, Russia and Czechoslovakia.

With the development of newer technologies and more efficient satellite systems, the Department's ability to regulate is becoming increasingly difficult. It is fundamentally important for Canadian cultural industries and particularly for film and television products to have access to the international distribution network. The Department is working to achieve this by looking at

multilateral arrangements with countries sharing such similar concerns as rising production costs and relatively small markets. Activities in this area include multilateral audio-visual agreements with English language treaty countries and Ibero-American countries (Latin America and Spain), in the interests of enjoying a common market space; and working toward enhancing Canada's association with the European Cultural Convention and ultimately the European Convention on Film Co-production.

Inquiries: Ottawa/Hull (613) 990-4252.

**COM 7**

Museum Co-operation Agreements: the Department administers two such agreements: one with France and one with Mexico. Under the Canada-Mexico Museums Agreement, the Department facilitates joint visual-art projects and exhibitions in Mexico City and Quebec City including a \$50 000 grant for the Mexico City Children's Museum to purchase children's exhibitions from the Ontario Science Centre.

Inquiries: Ottawa/Hull (613) 990-4252.

**COM 8**

World Expositions Program: the Department is looking after the preparation of the Canadian presence at Expo '93 in Taejon, Korea, with the theme: "Challenge of a New Road to Development." It also manages information on liaison and representation at the Bureau International des Expositions in Paris and world exhibitions.

Inquiries: (613) 990-3538.

**COM 9**

Heritage Branch: in concert with some 40 other federal departments and agencies with heritage interest, the Branch develops policies on heritage matters of common interest, undertakes research which benefits its policy development activity and groups interested in heritage, and maintains ongoing contact with heritage agencies within the portfolio of the Minister of Communications, other federal bodies and non-governmental heritage organizations. The Branch also administers the Cultural Property Export and Import Act and its regulations, and provides financial assistance and technical services to heritage institutions.

**COM 10**

Heritage Services: by providing advice on long-range organizational development planning, building and equipment system design, and exhibit transportation, the Heritage Services Division hopes to improve heritage resources preservation, to provide secure art and artifact transportation throughout Canada and to increase the cost effectiveness of federal grants and contribution programs.

These services can include security, fire protection, built heritage architecture, environmental control, storage systems, lighting, preservation and shipping area design. Advisory services are provided through site visit reports, application reviews, publications and seminar presentation. Exhibit transportation is on a cost-recovery basis.



**COM 11**

**Cultural Property/Protection:** the Cultural Property Export and Import Act controls the import and export of cultural property. Tax incentives are available to Canadians who donate cultural property, which has been certified by the Canadian Cultural Property Export Review Board, to designated institutions. Grants are available to help these institutions purchase important cultural property that has come onto the market outside Canada or that has been stopped by the export control system.

**COM 12**

**Insurance Program for Travelling Exhibitions:** this program provides insurance coverage for travelling exhibitions valued in excess of one million dollars. National and international exhibitions hosted by Canadian institutions are eligible for coverage.

**COM 13**

**The Access to Archaeology Program:** this granting program, established within the Office for Archaeological Resource Management, aims to contribute to the protection and management of archaeological resources. The program has established five granting components: Public Awareness, Collections Placement, Aboriginal Training, Research Studies and Feasibility Studies. Grants are awarded for land and underwater projects within Canada. Inquiries: Regional Offices see Part II, Addresses.

**COM 14**

**Museum Assistance Programs (MAP):** these programs provide financial and technical assistance to qualifying public museums, art galleries and other related institutions, to increase access to, and ensure the preservation of, Canada's cultural heritage. Inquiries: Regional offices see Part II, Addresses.

**COM 15**

**International Exhibitions Program:** the Program facilitates international museum activities by making foreign exhibitions accessible to Canadian museums, art galleries and other related non-profit institutions such as cultural centres, libraries and universities. Activities include liaison, negotiation, co-ordination and advice on customs clearance, transportation and packaging of international exhibitions. Inquiries: Ottawa/Hull (613) 991-1687.

**COM 16**

**Canada-France Museology Agreement:** in effect since 1991, the Agreement is designed to enhance exchanges and co-operation among institutions in the field of museology and archaeology in Canada and in France, and among persons related to these fields of activity. Although twinning of institutions is the main objective of this Agreement, the complete sphere of museum activity is included: training, research, restoration, circulation, public programming, educational programs, information and production of audio-visual material. The Agreement provides for Canadian museums personnel to be considered for an 18-month curriculum, at the École nationale du patrimoine in Paris. Also, to ensure a true dialogue between the

museum community and the administering authorities, an advisory committee for each country reviews projects presented under this Agreement.

**COM 17**

**Book Publishing Industry Development Program:** Canadian-owned and -controlled publishing firms are eligible for financial assistance for the sale and marketing of textbooks and trade publications, management and operations, consolidation ventures, export marketing, sale of foreign rights and professional development. National trade associations are also eligible for such assistance in the areas of professional development, research and documentation.

**COM 18**

**Cultural Industries Development Fund (CIDF):** the fund provides both financing and management consulting services to duly constituted Canadian-owned and -controlled firms in the book and magazine publishing, sound recording, film and video multimedia sectors, in order that they may achieve a sound financial base. Developed and financed by Communications Canada, the fund is administered by the Federal Business Development Bank through its local offices.

**COM 19**

**Broadcast Spectrum Management:** in managing the broadcast frequency spectrum under the Radiocommunications Act, the Department sets technical standards, procedures, rules and regulations for AM, FM, television and cable broadcasting. It issues certificates for broadcasting undertakings and enforces compliance. It is also responsible for the technical evaluation of broadcasting applications prior to the Canadian Radio-television and Telecommunications Commission public hearing process under the Broadcasting Act. Technical data are also compiled and disseminated to Canadian and foreign broadcast engineering consultants and the general public.

**COM 20**

**AM, FM and TV Broadcasting Frequency (Channel) Allotment:** the Department develops and amends frequency allotment plans used in the clearance and certification process associated with the assignment of AM, FM and television broadcasting stations.

**COM 21**

**Broadcasting/Engineering Support:** engineering advisory support services are made available to task forces, technical committees of the Canadian Radio-television and Telecommunications Commission, broadcasters (of AM and FM radio and television), other federal departments, provincial governments, hydro-electric companies and the public.

**COM 22**

**Planning for New Broadcast Technologies:** the Department, in consultation with interested domestic parties (including the Canadian Radio-television and Telecommunications Commission, broadcasters and broadcast engineering consultants) secures frequency spectrum allocations internationally; sets standards; and derives allotment plans and appropriate implementation



**Communications Canada** (*continued*)

strategies for future improved broadcasting services, such as Digital Audio Broadcasting (DAB), Advanced TeleVision (ATV) and High Definition TeleVision (HDTV).

**COM 23**

Radio Systems/Standards: the Department is responsible for the development of frequency channelling plans for all types of radio systems (land, marine and aeronautical; mobile; satellite, microwave and radar-radio navigation systems; and remote control devices) as well as the development of standards for radio equipment to be used in Canada.

**COM 24**

Radio Spectrum Management: the Department manages the radio frequency spectrum under the authority of the Radiocommunication Act. It issues licences for radio apparatus (e.g., mobile radio systems, fixed links and satellite stations) and monitors these stations to ensure they conform to the regulations. The Department also establishes operating procedures and conducts examinations for radio operator certificates. Radio spectrum management also includes services and standards for radio equipment, and the testing and approval of radio apparatus for Canadian use.

**COM 25**

Spectrum Utilization and Radio Systems Policies: the Department establishes policies relating to the apportionment of the radio frequency spectrum between different radiocommunications services (spectrum allocation policies), the particular use to be made of an allocated frequency band (spectrum utilization policies) and what types of radio systems will be encouraged in Canada (radio systems policies).

Inquiries: Telecommunications Policy Branch, Ottawa/Hull (613) 998-3949.

**COM 26**

Compulsory Inspection Program: on-site inspections are carried out on ships fitted with compulsory radio equipment to ensure that they conform with operational and technical standards set by international and domestic regulations.

**COM 27**

Radio Equipment Test Methodology Development and Radio Equipment Testing: the Department develops test methods for inclusion in departmental standards used for proof-of-performance testing of radio equipment, such testing being for type approval, evaluation or audit. At the manufacturer's or distributor's request, radio equipment testing for type approval is performed on a cost-recoverable, first-come-first-served basis.

Inquiries: Ottawa/Hull (613) 990-4030.

**COM 28**

Radio Equipment Certification: the Telecommunications Engineering and Certification Bureau examines technical data and certifies radio equipment, for licensing and licensing-exempt purposes, to departmental standards. The Bureau also tests radio equipment for certification purposes. Testing and certification is on a cost-recoverable first-come-first-served basis. The *Radio Equipment List* lists all of

the equipment certified by the Department. It is published by the Bureau four times per year. Inquiries: Ottawa/Hull (613) 998-5958.

**COM 29**

Terminal Equipment Certification: the Engineering and Certification Bureau examines technical data and certifies terminal equipment for connection to networks of the federally regulated telecommunications carriers, to establish the right of users to connect certified equipment in accordance with Canadian Radio-television and Telecommunications Commission tariffs. It will also test such terminal equipment on request.

Inquiries: Ottawa/Hull (613) 998-5968.

**COM 30**

Communications/Terminal Attachment Program: the Department sponsors the development of technical standards and procedures for testing and certifying the attachment of communications terminal equipment to the public switched-telephone networks, where permitted by regulation.

Inquiries: Ottawa/Hull (613) 990-4712.

**COM 31**

World Administrative Radio Conferences: the Department is responsible for Canadian participation in future scheduled International Telecommunication Union World Administrative Radio Conferences dealing with international radio regulations.

**COM 32**

Communications/Computer Networks: the Department's development of communications and computer systems and networks involves the standardization of network interfaces and protocols, and the development of formal descriptions and conformance testing techniques for communications protocols.

**COM 33**

Ionospheric Data Gathering and Data Reduction Centre: ionospheric data are recorded at field stations in Resolute, Churchill and Ashton, and are supplied to National Defence and the World Data Centre. These data are used for the prediction of optimum frequency versus time-of-day for high frequency. The World Data Centre makes the data available to interested users nationally or internationally.

**COM 34**

Communications Applications Program (CAP): this program encourages the adoption and diffusion of telecommunications, broadcasting and information technologies in Canada. Among its activities are the identification and implementation of applications made possible by emerging technologies, which will result in new communications and information services beneficial to Canadians.

Inquiries: Ottawa/Hull (613) 990-4317 or (613) 998-2168.

**COM 35**

Commercial Mobile Satellite (MSAT) System: MSAT will deliver portable, two-way radio, telephone and data transmission services anywhere in the country. The federal government is allocating funding to provide

technology and product development to support a bulk-service lease with Telesat for the government's use of MSAT, and to sponsor pre-launch and post-launch field trials for this program. Generic mobile communications services for Canadians in rural and remote areas will have a major economic impact in the next 20 years.

**COM 36**

**Systems Interconnection Research:** this program focuses on the issues of open interconnection of networks and systems. It contributes substantially to the establishment of technical standards for interoperable networks and systems, and the supporting work involving conformance testing and test tool development. Because of the strong standards emphasis and expertise, this program also houses the Department's Standards Program Office (SPO) responsible for resolving standards issues. Inquiries: Ottawa/Hull (613) 990-4493.

**COM 37**

**International Co-operation, Technical Marketing, Regional and Industrial Development:** the Department assists the departmental research laboratories, universities, other research institutions and industry partners to initiate basic and pre-competitive research and development projects with counterpart institutions abroad. It promotes international co-operation through framework agreements with other governments, facilitates exchanges, finds partners and funding for international projects and publicizes co-operation opportunities. The Department also assists industry in identifying and exploiting international marketing opportunities. It provides technical information, holds technical seminars, leads missions abroad and assists with contract negotiations. Activities also include the provision of information on supplier and user markets. Inquiries: Ottawa/Hull (613) 990-4282.

**COM 38**

**Industrial Development:** industrial development in the regions of Canada is promoted through assisting the regional offices in the identification and assessment of potential industrial development opportunities and joint management of regional development programs. A satellite communications industry development program is also managed which shares, with industry, the cost of pre-competitive research and development in the space and ground segment technology areas. Inquiries: Ottawa/Hull (613) 990-7522.

**COM 39**

**Technology Transfer Office:** located at the Communications Research Centre, this office promotes and co-ordinates the transfer of communications and information technologies from departmental laboratories to Canadian industry. Technology transfer agreements may be supplemented by support programs of the National Research Council and other federal departments and agencies. Inquiries: Ottawa/Hull (613) 998-2321.

**COM 40**

**Telecommunications Equipment/Export:** the Department supports the activities of Canadian exporters of telecommunications equipment and services. This assistance includes providing technical information to complement exporters' marketing plans.

**COM 41**

**Assistance to Developing Countries/ Telecommunications:** in conjunction with the Canadian International Development Agency (CIDA), the Export Development Corporation (EDC), the Department of External Affairs and International Trade Canada (EAITC), international organizations (notably the International Telecommunication Union or ITU) and national organizations such as the Telecommunications Executive Management Institute of Canada (TEMIC), the Department contributes to the planning, implementation and co-ordination of technical assistance for developing countries in telecommunications. The Department carries out studies on specific aspects of telecommunications and development, and assists in evaluating and responding to requests for technical training and assistance.

**COM 42**

**Canadian Workplace Automation Research Centre (CWARC):** the Centre is devoted exclusively to applied, leading-edge research on the technical, human and organizational aspects of workplace automation. Its program of Canadian research focuses on applications and concepts that respond to users' needs in information and communication technology, by means of negotiated partnerships with industry, universities and government. Inquiries: (514) 682-3400.

**COM 43**

**Vision 2000:** this is a major national industry-led technology initiative focused on collaborative research and development among industry, universities and government in the field of personal communications. Its implementation will enable all Canadians to communicate with anyone, anywhere and at any time. The Department co-ordinates government participation. Vision 2000 addresses such areas as standards, telecommunications policy, spectrum planning, financing, field trials, procurement, applications and research and development. Inquiries: Ottawa/Hull (613) 990-2000.

**COM 44**

**Research and Development Incentive Program:** this program promotes and supports research and development initiatives in the Montreal area in the field of digital multimedia electronic data interchange (EDI) and advanced telecommunications. Inquiries: (514) 496-5376.

**COM 45**

**French-Language Centres of Excellence Development and Promotion Program (PCE):** the program was created in 1978 in response to studies showing poor Francophone representation in technical, scientific and professional fields within Communications Canada. The focus is on French as the language of communication





### Communications Canada (*continued*)

and on generating interest among French-speaking scientists and technicians in studying issues pertaining to the Department's activities and research mandate. Research contracts are awarded to French-language or bilingual Canadian institutions, specifically universities, colleges and companies, to develop teams able to work in French while meeting the Department's research needs. The program also awards research grants to Francophone students at the master's or doctoral level to increase the percentage of French-speaking employees in the Department in scientific, technical and professional fields.

#### COM 46

Government Telecommunications Agency (GTA): designated a Special Operating Agency, GTA provides a full range of telecommunications services and facilities and services to federal departments and agencies. These include voice, data and imaging services and Government of Canada telephone directories. The Agency is also the principal architect for the overall planning and co-ordination of telecommunications network development on behalf of the federal government.

#### COM 47

Canadian Conservation Institute (CCI): CCI promotes the proper care and preservation of Canada's moveable cultural heritage, and advances the practice, science and technology of conservation. It carries out an active conservation research and development program, provides a variety of conservation services to the Canadian museum and conservation communities, and offers mid-career and advanced training. Inquiries: Ottawa/Hull (613) 998-3721.



### Canadian Radio-television and Telecommunications Commission (CRTC)

Les Terrasses de la Chaudière  
Central Building  
1 Promenade du Portage  
Hull, Quebec  
(Mail: Ottawa, Ontario K1A 0N2)

Information: Ottawa/Hull (819) 997-0313; regional offices see Part II, Addresses.

Minister responsible:  
Minister of Communications

#### CRTC 1

The Canadian Radio-television and Telecommunications Commission regulates and supervises all aspects of the Canadian broadcasting system (AM and FM radio, television, cable television, pay television and specialty services). It has authority over federally regulated telecommunications carriers (Alberta Government Telephone [AGT] Ltd, Bell Canada, the British Columbia Telephone Company,

Unitel Telecommunications Inc., Teleglobe Canada, Telesat Canada, Terra Nova Telecommunications Inc., NorthwTel Inc., Island Telephone Company Ltd, Maritime Telegraph and Telephone Company Ltd, New Brunswick Telephone and Newfoundland Telephone Company).



### Correctional Service Canada (CSC)

National Headquarters  
Sir Wilfrid Laurier Building  
340 Laurier Avenue West  
Ottawa, Ontario  
K1A 0P9

Information: Ottawa/Hull (613) 992-5891; regional offices, district offices or institutions see Part II, Addresses. For information about work training and goods and services provided by offenders, see CORCAN in the section on special operating agencies.

Minister responsible:  
Solicitor General of Canada

The Correctional Service of Canada is responsible for all federal penitentiaries, parole offices and community correctional centres. It administers sentences of two years or more imposed by the courts. As part of the criminal justice system, the Correctional Service contributes to the protection of society by actively encouraging and assisting offenders to become law-abiding citizens, while exercising reasonable, safe, secure and humane control.

#### CSC 1

Educational, Personal and Occupational Development Programs: these programs help offenders acquire educational certification, develop personal and social skills, and deal with alcohol and drug problems. In addition, this Division is responsible for recreational activities such as sports, hobbycraft, library visits and other social development activities. Educational programs cover a broad spectrum, from basic literacy to university-level education. They include vocational education in a variety of trades and technological professions at the secondary and postsecondary levels as well as computer applications and programs in living and life skills. These programs are conducted either by Correctional Service personnel, offender and volunteer tutors or through contract by school boards, provincial departments of education and universities. A variety of educational approaches is used including classroom, shop and individualized instruction, computer-assisted learning and distance education. Educational assessment and counselling are provided in connection with all vocational and educational services. The occupational programs are intended to help offenders re-enter society by providing them with marketable employment skills and work habits.



**CSC 2**

Chaplaincy Programs: the Correctional Service employs, at each institution and on a full- or part-time basis, both Protestant and Roman Catholic chaplains who provide pastoral care and religious services to the approximately 90 percent of inmates registered in these faiths. Other religious needs are met by religious representatives of the various faith groups, including native elders.

**CSC 3**

Case Management Services: this program ensures the proper assessment, classification, counselling, program planning and supervision of offenders throughout their sentence.

**CSC 4**

Medical and Health Care: the Correctional Service provides medical and health care services for offenders, including general medical, surgical, dental, psychiatric and nursing care.

**CSC 5**

Psychological Services: these services, available to offenders at all operational units, include assessment; counselling; therapy; program development, delivery and evaluation; crisis intervention and case consultation.

**CSC 6**

Community Release Programs and Services: these programs and services are directed at offenders still under sentence but who are in the community under some form of supervised conditional release (temporary absence, day parole, parole or mandatory supervision). Areas covered by release programs and services include housing, employment, a variety of treatment programs (alcohol and substance abuse, psychiatric and psychological, sexual or life skills) and recreational programs.

**CSC 7**

Inmate Affairs: the Correctional Service ensures that inmates are treated with justice and equity throughout their sentence by providing them with the means of obtaining redress and protecting their rights. The Service monitors decisions affecting inmates to ensure their fairness.

**CSC 8**

Native Offenders: this program provides aboriginal offenders with services appropriate to their cultural and spiritual needs such as traditional spiritual rites, cultural skills training and addiction counselling. Native liaison workers facilitate communication between native inmates and the predominantly non-native staff. Information about native cultures is provided to staff through native awareness training to promote a greater sensitivity to offenders' needs.

**Canadian Saltfish Corporation (CSFC)**

Torbay Road  
(P O Box 9440)  
St John's, Newfoundland  
A1A 2Y3

Information: St John's (709) 772-6080.

Minister responsible:  
Minister of Fisheries and Oceans

**CSFC 1**

The Corporation is the sole buyer and seller of cured codfish in the province of Newfoundland and in part of the province of Quebec. This power is based on federal legislation (the Saltfish Act) and supporting legislation from the provinces of Newfoundland and Quebec.

**Canadian Security Intelligence Service (CSIS)**

P.O. Box 9732, Postal Station T  
Ottawa, Ontario  
K1G 4G4

Information: Ottawa/Hull (613) 993-9620.

Minister responsible:  
Solicitor General of Canada

**CSIS 1**

CSIS was established in July 1984 to maintain internal security in Canada. Part of its work is to collect and analyse information on any activity that may constitute a threat to the internal security of Canada. It also provides security assessments to federal government departments and agencies (except the RCMP and the Department of National Defence).

Inquiries: Ottawa/Hull (613) 993-9620.



## Canadian Space Agency (CSPA)

Head Office  
500 René Lévesque Boulevard West, 4th Floor  
Montreal, Quebec  
H2Z 1Z7

Information: Montreal (514) 496-4000.

Minister responsible:  
Minister for Science

The mandate of the Canadian Space Agency is to promote the peaceful use and development of space, to advance the knowledge of space through science, and to ensure that space science and technology provide social and economic benefits for Canadians. The Canadian Space Agency is responsible for the federally funded activities (except for those specifically allocated to other departments by legislation) in research, development and applications in space science and technology; for overall co-ordination of the space policies and programs of the government of Canada; for promoting the transfer and diffusion of space technology to Canadian industry; and for encouraging commercial exploitation of space capabilities, technology, facilities and systems.

In carrying out its responsibilities, the Agency constructs, procures, manages, maintains and operates space research and development facilities and systems; enters into co-operative agreements with industry, academia, provincial governments and international agencies; and awards grants and contributions in support of programs or projects relating to scientific or industrial space research.

### CSPA 1

Space Science Program: this program supports space research through the design and development of advanced technological instruments by industry and universities, for use on scientific satellites, space shuttles, sounding rockets and aircraft. Space science encompasses the physics of space plasma, the physics and chemistry of the upper atmosphere (aeronomy), space astronomy and microgravity phenomena which include life sciences and materials processing in space. Inquiries: Ottawa/Hull (613) 990-0798.

### CSPA 2

Space Technology Program: the development of advanced technology for space applications is a central function of the Canadian Space Agency. The Agency's program includes key technologies required for the development of space communications systems, for the observation of the Earth from space, to support human and automated operations in space, and to support the scientific exploration of the Earth and other planets from space. The CSA Space Technology Program includes Space Mechanics, Space Systems and Space Optical Technology. Inquiries: Ottawa/Hull (613) 998-2296; Montreal (514) 496-4273.

The Space Technology Contract Fund is an element of the Space Technology Program designed to extend and support in-house research and development initiatives and develop industry capabilities in critical areas. This contracting-out technology development program initiated in 1991 supports contracts to companies, universities and non-profit research organizations or a combination thereof. The projects emphasize original thought and creativity aimed at finding innovative yet economically viable solutions to complex space technology problems. Inquiries: Montreal (514) 496-4278.

### CSPA 3

Canadian Astronaut Program: the program was established in 1983 after the United States invited Canada to fly an astronaut aboard a space shuttle mission. Dr. Marc Garneau became the first Canadian in space in October 1984, when he conducted the CANEX-1 series of experiments. Dr. Roberta Bondar became Canada's first woman in space and second astronaut when she participated in the first International Microgravity Laboratory (IML-1) in January 1992. Dr. Steve MacLean, third Canadian astronaut in space, tested the Space Vision System as part of the CANEX-2 experiments in October 1992. The Canadian Space Agency's Astronaut Program will provide crew members for the space station *Freedom*. Canadian astronauts and scientists also co-operate on a number of microgravity (weightlessness) research projects to be conducted on the space shuttles and on special jet planes such as NASA's KC-135 and the National Research Council's T-33 which can duplicate microgravity by flying a parabolic arc. The space shuttles and these special aircraft provide astronauts and other Canadian scientists with a testing ground for new ideas and for developing scientific techniques. The program currently has eight astronauts. Inquiries: Ottawa/Hull (613) 993-2110.

### CSPA 4

Space Station Program: Canada's contribution to space station *Freedom*, is to develop and supply the Mobile Servicing System (MSS). The MSS is an advanced robotics system to be used for assembling and servicing the station, moving equipment around, deploying and recovering satellites and supporting astronauts extra-vehicular activities. The MSS will also be used to maintain instruments and other payloads attached to the station. Finally, the system will be used to berth the shuttle to the space station, and to load and unload its cargo bay.

The Mobile Servicing System consists of a large manipulator arm, known as the Space Station Remote Manipulator System (SSRMS), a smaller two-armed dextrous robot, called the Special Purpose Dextrous Manipulator (SPDM), as well as sensors, controls, artificial intelligence and other technologies and finally, the MSS Maintenance Depot.

In exchange for its participation, Canada will use the infrastructure of the orbital complex to carry out Canadian experiments. Canadian astronauts will be on the space station regularly throughout its 30-year operational life starting in the late 1990s. Inquiries: Ottawa/Hull (613) 993-2113.





## CSPA 5

Strategic Technologies in Automation and Robotics (STEAR): the program was established in 1986 to meet technological challenges such as Canada's participation in the space station *Freedom*. Its objective is to foster the growth of leading-edge technologies required for the future evolution of the Mobile Servicing System, which will lead to the advanced industrial infrastructure essential to Canadian competitiveness. The STEAR program is also intended to encourage the application of these technologies to other industrial sectors such as forestry, fisheries, biomedicine, transportation and manufacturing. Accordingly, the program encourages co-operation and networking among companies, universities and research centres. It supports the commercialization of these strategic technologies by promoting commercial use of technologies developed within the program. The STEAR program awards contracts for research and development projects in selected technologies to companies, through a nation-wide competitive process. Some projects are co-sponsored or subcontracted to other government or research agencies, in regional joint ventures. Inquiries: Ottawa/Hull (613) 993-2113.

## CSPA 6

Space Station User Development Program (UDP): the program was set up in 1986 to offer companies, universities and research centres the opportunity to take full advantage of Canada's share of user accommodation and utilization resources on the space station *Freedom*. The program offers support for research projects in materials science and biotechnology in microgravity. Fields of research likely to lead to commercial spinoff are also identified so industry can identify applications for the discoveries resulting from UDP research activities. The UDP also offers potential future users of *Freedom* the expertise of Canadian astronauts for the design of microgravity materials and their testing on board the NASA KC-135 and NRC T-33 and Falcon-20 jets. Scientists participating in the UDP also have access to the Canadian Space Agency's CSAR series of Black Brant rockets for microgravity experiments. Under the UDP, Canadian researchers can obtain financial assistance in the form of research and study contracts. Inquiries: Ottawa/Hull (613) 990-0798.

## CSPA 7

RADARSAT: Canada is a world leader in the reception, processing and use of data transmitted by remote sensing satellites. RADARSAT is a Canadian-led project involving the United States, nine Canadian provinces and the private sector. Its focus is the development of a Canadian remote sensing or Earth observation satellite equipped with a synthetic aperture radar (SAR), which will enable RADARSAT to obtain and send back clear images of the Earth, even in darkness and through clouds. The data provided by RADARSAT will be used for improved management of agricultural, forestry and natural resources, for monitoring the oceans, ice movements and the environment, and observing the Arctic. RADARSAT will be particularly useful for the observation of tropical forests and the coastal regions of Canada, which are obscured by almost continuous cloud cover.

In 1995, the United States will launch the satellite and, in exchange, NASA and NOAA (National Oceanic and Atmospheric Administration) will have access to RADARSAT data. Aside from the rights of the Canadian and American governments, a private corporation, RADARSAT International Inc., (RSI) was established in 1989 to process, market and distribute RADARSAT data to Canadian commercial users and to international users. RSI will have exclusive international marketing rights for all RADARSAT data.

Inquiries: Ottawa/Hull (613) 993-4457.

## CSPA 8

Policy External Relations and Communications: the Branch is made up three groups: External Relations, Policy and Planning, and Communications. It covers the regional and industrial development sectors, international co-operation and education in the space field. It develops strategies and sets priorities for the Canadian Space Agency's participation in national and international space programs and serves as the contact for maintaining relations and co-ordinating space activities with international partners.

The External Relations Group works in close co-operation with other countries' space agencies, industry and international organizations to enhance Canada's space expertise. The group manages Canada's Co-operative Agreement with the European Space Agency (ESA). It also co-ordinates relations between the CSA and NASA, in addition to expanding relations with many other space agencies such as the National Space Development Agency (NASDA - Japan), the Russian Space Agency (RKA), the Centre National d'Études Spatiales (CNES - France) and the Swedish Space Agency.

The Planning and Policy Group co-ordinates the preparation of Canada's long-term space plan, which will determine the next generation of Canadian space programs. The long-term space plan is intended to maintain Canada's space capabilities and increase industry competitiveness in space.

The Communications Group oversees the development and implementation of the communications and public relations program of the Canadian Space Agency to encourage public interest in space. It develops and co-ordinates a strategic communications plan for the Agency. The group is also responsible for publications, exhibitions and media relations and for preparing and implementing communication policies. Finally, it organizes the Agency's participation in major national and international public events, and manages advertising activities.

Inquiries: Montreal, Policy and External Relations (514) 496-4200; Communications (514) 496-4000.

## CSPA 9

David Florida Laboratory (DFL): this laboratory is a world-class facility designed for the assembly, integration and environmental testing of satellites and other space hardware and systems. The Laboratory offers the national and international aerospace and telecommunications communities a wide range of satellite integration and testing services, on a fee-for-service basis. DFL facilities include: three large high-bay clean-room integration areas for satellite assembly and check-out; vibration, modal analysis and

**Canadian Space Agency** *(continued)*

static load test systems for launch simulation and structural qualification testing; a range of space simulation chambers for testing satellites and space hardware under extreme temperatures and high vacuum, plus an infrared test rig for spacecraft thermal balance testing; and three radio frequency anechoic or reflection-free chambers, the largest of which can be used for end-to-end system testing of the satellite payload.

Existing facilities and capabilities are routinely upgraded to meet the demands of upcoming programs and to ensure that the DFL retains its world class standing in space test technology. Recently, the DFL implemented various facility upgrades and modifications and continues to support smaller projects. In years to come, the DFL will be used to test the two mobile communications MSAT satellites, RADARSAT and components of the Mobile Servicing System. Inquiries: Ottawa/Hull (613) 993-2383.

**Competition Tribunal (CT)**

Royal Bank Centre, Room 600  
90 Sparks Street  
Ottawa, Ontario  
K1P 5B4

Information: Ottawa/Hull (613) 957-3172.

Minister responsible:  
Minister of Consumer and Corporate Affairs

**CT 1**

Established in June 1986 by the Competition Tribunal Act, the Competition Tribunal has jurisdiction to hear applications and issue orders in respect of civil reviewable matters set out in Part VIII of the Competition Act (including mergers, abuse of dominant position and other trade practices). The orders of the Tribunal may be appealed to the Federal Court, Appeal Division. The Tribunal consists of up to four judges of the Federal Court, Trial Division and up to eight lay members. Although it has its headquarters in Ottawa, the Tribunal may hold a hearing anywhere in Canada if circumstances require. Parties may appear in person or be represented by counsel. Hearings are open to the public.

**Canadian Wheat Board (CWB)**

423 Main Street  
(P O Box 816)  
Winnipeg, Manitoba  
R3C 2P5

Information: Winnipeg (204) 983-0239; regional offices see Part II, Addresses.

Minister responsible:  
Minister of State (Grains and Oilseeds)

**CWB 1**

The Canadian Wheat Board has sole jurisdiction over export sales of wheat and barley produced in Western Canada, and over the domestic sale of these grains for human consumption. It also controls the delivery of these and other major grains and co-ordinates their movement to terminal elevators.

**Canadian War Museum (CWM)**

330 Sussex Drive  
Ottawa, Ontario  
K1A 0M8

Information: Ottawa/Hull (613) 992-2774.

Minister responsible:  
Minister of Communications

**CWM 1**

The Canadian War Museum collects, conserves, researches and displays objects associated with Canada at war and at peace. Nearly 500 000 artifacts, memorabilia, documents and war art preserve the record of Canada's military history. Besides the permanent exhibitions chronicling events from the earliest European contact through to the Second World War, the museum mounts special exhibits and stages historical re-enactments of military drills and engagements.

Exhibitions in 1993 include the war art of Sir Alfred Munnings and an art exhibit on the construction and opening of the Alaska Highway. Upgrading of the second floor will lead to an enhanced display of Canada's military effort during World War II. Guided tours are also available to students and special interest groups.





## Defence Construction Canada (DCC)

Head Office  
Sir Charles Tupper Building  
Riverside Drive, A Wing, 3rd Floor  
Ottawa, Ontario  
K1A 0K3

Site Offices: on various Canadian Forces bases across the country.

Information: Ottawa/Hull (613) 998-9548; for other offices see Part II, Addresses.

Minister responsible:  
Minister of Public Works

### DCC 1

Defence Construction Contracts: Defence Construction Canada (Defence Construction [1951] Limited) contracts for the major military construction, repair and maintenance requirements of the Department of National Defence. DCC often maintains offices on project sites for the duration of a project.



## External Affairs and International Trade Canada (EAITC)

Head Office  
Lester B Pearson Building  
125 Sussex Drive  
Ottawa, Ontario  
K1A 0G2

General Information: Ottawa/Hull (613) 996-9134; Fax (613) 952-3904; for hearing-impaired people (613) 996-9136. Export Trade Information (613) 993-6435; Fax (613) 996-9709; toll-free 1-800-267-8376. For nearest international trade centre see Part II, Addresses or see Toll-free Telephone Services section.

Foreign Policy Information: Ottawa/Hull (613) 993-6435; Fax (613) 996-9709.

Passport Information: see Passport Office entry in the Table of Contents.

Ministers responsible:  
Secretary of State for External Affairs  
Minister for International Trade Canada  
Minister for External Relations and International Development

The Department of External Affairs and International Trade Canada has the primary responsibility for the promotion and protection of Canada's interests abroad and for the conduct of Canada's relations with other countries. Its main functions are to ensure the effective representation of Canada in other countries and in international organizations including close contact, communications and negotiation with other governments and organizations through Canada's

extensive network of representatives abroad; to evaluate information about political, economic and other developments likely to affect Canada's interests; to give advice to the government, often in consultation with other departments, on the formulation and implementation of policies and programs with international dimensions; to ensure the co-ordination of the external aspects and application of national policies for export trade promotion, defence and security, development assistance, immigration and cultural and scientific exchanges; to reflect the bilingual and multicultural character of Canadian society to peoples abroad; and to provide protection and assistance to Canadian citizens abroad.

### EAITC 1

Anti-drug Information Program: this program is designed to raise the awareness of Canadian travellers to the risks of involvement with drugs, and thereby deter Canadians from using or transporting drugs when travelling abroad. The program informs Canadians through posters, a video, advertisements, exhibits at airports and a film. A brochure is included with each new passport issued in Canada. An extensive distribution network reaches the travel services industry, drug enforcement officials, schools and media. Inquiries: Corporate Communications Division, Ottawa/Hull (613) 992-7629; Fax (613) 992-2432.

### EAITC 2

Foreign Policy/International Relations: External Affairs and International Trade Canada provides information and documentation on all aspects of Canadian foreign policy and international relations including multilateral and bilateral relationships.

The Department has geographic divisions which deal with Canadian relations with countries of Africa, the Middle East, Asia, the Pacific, the Caribbean, the Americas and Europe. Functional divisions are engaged in economic and trade policy, science and technology, trade competitiveness, international security, relations with multilateral organizations, cultural, social and economic development, energy and nuclear affairs, development assistance, environmental issues as well as human rights policy and new global economic trends. The Department organizes briefings by departmental officers at Canadian universities, media outlets, service clubs and non-governmental organizations. It also provides financial assistance to universities and organizations sponsoring Canadian foreign policy conferences in Canada.

Inquiries: Foreign Policy Communications Division, Ottawa/Hull (613) 993-6435; Fax (613) 996-9709.

### EAITC 3

Corporate Outreach Program: the Corporate Communications Division seeks to increase public understanding of Canadian foreign and trade policy by organizing speaking engagements in Canada for members of the Department to inform Canadians about the work of EAITC. The Division also sponsors specialized visits to Canada of foreign journalists and other opinion leaders to learn about Canadian issues, policies and accomplishments, with a view to influencing target audiences in countries of importance to Canada. Canadian participants have an opportunity



## External Affairs and International Trade Canada (continued)

to exchange ideas with informed representatives of other countries and to learn about issues and areas of common interest abroad. Other special events such as conferences, lectures and seminars are organized throughout the year.

Inquiries: Corporate Communications Division, Ottawa/Hull (613) 992-7629; Fax (613) 992-2432.

### EAITC 4

History/Canadian Foreign Affairs: the Department provides, on request, information pertaining to the history of Canadian foreign affairs. It publishes the series *Documents on Canadian External Relations*, the official published record of Canadian foreign policy, and will provide speakers on historical aspects of Canadian external relations to organizations such as universities, service clubs and professional associations. An official history of the Department between 1909 and 1968 is being published in two volumes, the first (1909 – 1946) appeared in 1990 and the second (1946 – 1968), will be published in 1993.

Inquiries: Academic Relations Divisions, Ottawa/Hull (613) 992-6282.

### EAITC 5

International Sports Relations: External Affairs and International Trade Canada assists the Canadian sport community in participating in international sports activities outside Canada. Services include briefings on conditions abroad, use of Canadian missions and facilitating sports tours. The Department also manages a program aimed at promoting Canada internationally through sport and fitness by supporting visits of high-profile athletes, teams and Canadian sports experts to targeted countries; and by providing sport aid to targeted countries in the form of coaching assistance, training and the provision of equipment, education materials and manuals.

Inquiries: Culture and Sport Division, Ottawa/Hull (613) 992-6464.

### EAITC 6

International Exchange Programs: these programs permit Canadian and foreign postsecondary students or young workers to work temporarily in other countries on an exchange basis. In doing so, they acquire new skills, exposure to the values of the host country and a better understanding and appreciation of other cultures.

Inquiries: Academic Relations Division, Ottawa/Hull (613) 995-5295.

### EAITC 7

InfoExport: InfoExport is the Department's export trade information and national toll-free assistance hotline. Staff provide advice on the full range of EAITC trade publications, programs and services.

Inquiries: Ottawa/Hull (613) 993-6435; Fax (613) 996-9709 or toll-free 1-800-267-8376.

### EAITC 8

International Trade Data Bank: EAITC operates an international trade data bank to help provide up-to-date trade statistics to Canadian business, government

officials and others interested in international trade. It can provide export and import data on 66 major trading nations, as well as for groupings such as the European Economic Community (EEC) and the Organization for Economic Co-operation and Development (OECD). Customized analyses are prepared on request. Inquiries: Library Services Division, Ottawa/Hull (613) 992-6941.

### EAITC 9

Export Publications: EAITC's bi-monthly trade newsletter *CanadExport*, keeps 30 000 readers informed of international market opportunities. It also provides information on new projects offering export potential, government programs and services to assist Canadian exporters, forthcoming events (such as trade fairs, missions and conferences), export success stories and winning strategies.

The Department also publishes a wide range of trade and economic publications. The *Directory of the Canadian Trade Commissioner Service* lists EAITC officers and trade commissioners abroad with foreign trade, tourism and investment responsibilities; the *Export Guide – A Practical Approach* provides information on developing a corporate trade strategy, export pricing, trade terms and more; *Guides for Canadian Exporters* is a series of short guides to individual countries which provide information on the country's economy, tips on doing business, local customs and foreign exchange information.

Inquiries: InfoExport, Ottawa/Hull (613) 993-6435; Fax (613) 996-9709 or toll-free 1-800-267-8376.

### EAITC 10

Canadian Foreign Service Institute: training and development programs are planned and delivered to employees of EAITC. These programs are designed to facilitate career development and improve the effectiveness of employees in the delivery of the Department's programs in Canada and internationally. They include training in official and foreign languages and a broad range of work-related skills. Organizational development services are provided to assist the Department in managing change. A research function also exists.

Inquiries: Ottawa/Hull (613) 944-0010; Fax (613) 996-4381.

### EAITC 11

Geographic Trade Divisions: EAITC has five geographic branches: Africa and Middle East, Asia and Pacific, Europe, Latin America and Caribbean, and United States. Geographic trade divisions have been set up to provide advice and information about doing business in a particular country or region of the world. Trade officers for individual countries are able to identify promising export markets, help companies prepare for visits to potential markets, arrange participation in trade fairs and involve exporters in visits to Canada by foreign buyers.

Inquiries: International Trade Development Branch, InfoExport, Ottawa/Hull (613) 993-6435; Fax (613) 996-9709 or toll-free 1-800-267-8376.





## EAITC 12

Senior Advisor to the Director General International Organizations Bureau (IMDA): the advisor co-ordinates the work of the Interministerial Committee for the International Conference on Populations and Development (Cairo 1994), ensures liaison with the International Civil Aviation Organization (ICAO) and assists with federal policy on the development of Montreal as an international centre working with other international organizations presently situated there or those wishing to establish themselves there. Inquiries: International Organizations Bureau, Ottawa/Hull (613) 992-6658; Fax (613) 952-7642.

## EAITC 13

Refugees, Population and Migration (IMM): this group maintains co-ordination between Canada's immigration policy and other aspects of foreign policy. It facilitates consultation between the Employment and Immigration Commission and External Affairs with regards to major policy and programs affecting each other's responsibilities. In doing so, it ensures that the views and concerns of both parties are taken into account at the policy formulation stage. Inquiries: Refugees, Population and Migration, Ottawa/Hull (613) 996-1231; Fax (613) 944-0758.

## EAITC 14

Disarmament, Arms Control, Defence, Security: the Non-proliferation, Arms Control and Disarmament Division produces the *Disarmament Bulletin* four times a year. The Verification Research Unit conducts research on a broad spectrum of arms control-related issues and publishes results for specialist audiences as well as for the general public, including international distribution.

## EAITC 15

Human Rights, Women's Equality and Social Affairs Division: this Division promotes the integration of human rights (including women's equality and aboriginal rights) into Canadian foreign policy; co-ordinates Canada's contributions to international anti-drug efforts; and manages participation in multilateral fora on human rights, women's equality and social issues (crime prevention, children, disabled, seniors). Consultations with human rights and aboriginal organizations are organized each January prior to the UN Commission on Human Rights. Inquiries: Ottawa/Hull (613) 992-1734.

## EAITC 16

United Nations and Commonwealth Affairs Division: this division provides information on the following international organizations and Canada's involvement in them: the Commonwealth, the United Nations, its institutions and specialized agencies such as the General Assembly, the Security Council, the UN Development Programme (UNDP), the Economic and Social Council (ECOSOC), the World Health Organization (WHO), the UN Environment Programme (UNEP), HABITAT, the International Labour Organization (ILO), the International Civil Aviation Organization (ICAO), the International Telecommunication Union (ITU), the World Meteorological Organization (WMO), the Universal Postal Union (UPU), the UN Industrial Development Organization (UNIDO), the World Tourism Organization

(WTO), the UN Institute for Training and Research (UNITAR), the World Intellectual Property Organization (WIPO), the International Maritime Organization (IMO), the UN Educational, Scientific and Cultural Organization (UNESCO), the Food and Agriculture Organization (FAO) and the World Food Programme (WFP). Inquiries: Ottawa/Hull (613) 992-1361.

## EAITC 17

Office of the Federal Co-ordinator for la Francophonie: under the authority of the Political and International Security Affairs Branch, the Office co-ordinates and prepares Canadian participation in meetings such as the conferences of the heads of state and government of countries using French as a common language, and the statutory and special ministerial conference. It also prepares the initiatives and interventions proposed by Canada and the follow-up on decisions resulting from them. The Office is involved with all the Francophone institutions, including the conferences of national education ministers (CONFEMEN) and youth and sports ministers (CONFEJES), and the Francophone games. It is responsible for project management and follow-up and for programs resulting from the decisions made by the bodies mentioned above and for the payment of annual fees to those bodies.

The Office also takes part in the annual conferences of ministers of foreign affairs, la Francophonie, the Permanent Council of la Francophonie (CPF), organs shared by the summit and the Agency for Cultural and Technical Co-operation (ACCT). By providing grants, it also ensures the multilateral promotion of la Francophonie among a number of Canadian and foreign associations with international vocations.

## EAITC 18

Canadian Certificates and Documents Authentication: the Department authenticates or certifies signatures on Canadian documents for use abroad (birth and marriage certificates, school and university diplomas, powers of attorney, contracts, affidavits and government documents such as patent and trademark applications). Inquiries: Legal Advisory Division, Ottawa/Hull (613) 995-0119 or 995-3254.

## EAITC 19

International Child Abduction: the Domestic Legal Services unit of the Department of Justice at External Affairs and International Trade Canada acts as the federal central authority for The Hague Convention on the Civil Aspects of International Child Abduction. The purpose of this convention is to return children promptly to the state of their habitual residence if they were wrongfully removed from it or if they were detained in a foreign jurisdiction. Provinces and territories in Canada have enacted this convention into their respective legislations; central authorities have been appointed to carry out the functions of the convention. The federal central authority acts to co-ordinate, assist and respond to issues which are encountered by central authorities in and outside of Canada.

Inquiries: Domestic Legal Services, Ottawa/Hull (613) 992-6300.



## External Affairs and International Trade Canada (continued)

### EAITC 20

Property Claims of Canadians against Foreign Governments: the Department provides assistance (including, in some instances, formal support of claims) to Canadian citizens for taking of property by foreign governments or their agencies. These include claims against the Government of Iraq for losses incurred during the Gulf War which will be submitted to the United Nations Compensation Commission in Geneva. Inquiries: Economic and Trade Law Division, Ottawa/Hull (613) 995-7511.

### EAITC 21

Export and Import Controls: Canada has established export and import controls on a number of products to support domestic policies and international commitments and agreements. Export controls impose restrictions on goods that may be sold or sent from Canada to other countries. Import controls impose restrictions on goods that may be brought into Canada. Controls for a particular product may vary, depending on which other country is involved. EAITC administers import and export control. Advice is provided on export/import quotas or restrictions that may apply to a particular product as well as on export/import permits or related documentation that may be required. Inquiries: Export and Import Permits, Ottawa/Hull (613) 996-2387 (export controls); (613) 996-3711 (import controls on textiles and clothing); (613) 995-8104 (import controls on agriculture and other products).

### EAITC 22

Travel Outside Canada: the Department provides consular protection, assistance and information for Canadian citizens travelling or residing outside Canada. Inquiries: Consular Operations Division, Ottawa/Hull (613) 996-4376.

### EAITC 23

North American Free Trade Agreement (NAFTA): the Office of North American Free Trade Negotiations is responsible for clarifying and explaining NAFTA to interested parties in Canada and abroad. NAFTA is the trilateral free trade agreement between Canada, the United States and Mexico which should come into effect 1 January 1994. The Office is also responsible for ensuring the effective implementation of NAFTA. Staff take part in conferences, seminars and workshops to familiarize participants with the agreement. The Office pursues consultations with the business, labour, academic and environmental communities through the Sectoral Advisory Groups on International Trade (SAGITs) and the International Trade Advisory Committee (ITAC) and consults actively with provincial authorities at the level of trade ministers and senior officials. Inquiries: Ottawa/Hull (613) 992-6699; for publications on NAFTA, contact InfoExport, Ottawa-Hull (613) 944-4000; Fax (613) 996-9709 or toll-free 1-800-267-8376.

### EAITC 24

PACIFIC 2000: this is a five-year \$59 million strategy to strengthen Canada's position in the Asia Pacific region. The program is designed to reflect more effectively Canada's economic priorities and the interests of Canadian industry through an integrated approach to international trade, investment and science and technology. It is meant to improve Canada's visibility and presence in the Asia Pacific region and foster exchanges and linkages through technology transfer, investment, cultural and language awareness, tourism and sectoral export development. Pacific 2000 has four major funding components: the Pacific Business Strategy, the Asian Languages and Awareness Fund, the Pacific 2000 Projects Fund and the Japan Science and Technology Fund.

Inquiries: Asia and Pacific Regional Co-ordination Division, Ottawa/Hull (613) 996-0980; Fax (613) 943-8167.

### EAITC 25

New Exporters to Overseas (NEXOS): this market familiarization program extends the NEBS concept to help exporters, new to Western Europe, learn the essentials of doing business there. Each NEXOS mission focuses on a specific sector in a specific country (for example, an automotive mission to France, an aerospace mission to Germany) and generally includes a visit to a major sectoral trade fair. The program pays for return excursion airfare, ground transportation and some hospitality.

Inquiries: Western Europe Trade, Investment and Technology Division, Ottawa/Hull (613) 995-6438.

### EAITC 26

International Trade Development: External Affairs and International Trade Canada carries out its responsibility for the development of foreign trade through a network of trade commissioners abroad who are concerned with trade development, industrial development and the expansion of tourism to Canada. In Canada, the International Trade Development Branch co-ordinates programs and services to current and potential exporters through international trade centres.

International marketing units, based on industry sectors, provide business clientele with the total market picture across the spectrum of exportable products and services. Trade experts in the defence, agriculture, fisheries, information technologies, aerospace, machinery, consumer products, services and resource sectors provide an industry-specific export information service. The Department arranges export awareness projects including seminars, conferences and trade shows, and organizes Canada International Trade Month and Export Vision.

Inquiries: International Trade Development Branch, InfoExport, Ottawa/Hull (613) 993-6435; Fax (613) 996-9709 or toll-free 1-800-267-8376. For nearest international trade centre see Part II, Addresses or see Toll-free Telephone Services section.

### EAITC 27

Trade Commissioners: a network of over 800 trade commissioners in Canada and abroad assists Canadian exporters and promotes Canadian trade, investment and tourism. The commissioners abroad, who number approximately 540, help Canadian exporters undertake





activities in individual markets around the world by promoting the Canadian company to local customers; offering advice on marketing channels; recommending participation in trade fairs; identifying suitable foreign firms to act as agents; helping to find credit and business information on potential foreign partners; solving problems respecting duties, taxes or foreign exchange; advising on a country's current trade, business and financial environment and practices; and assisting in foreign joint ventures and licensing. EAITC's *Directory of the Canadian Trade Commissioner Service* lists the addresses and telephone numbers of all trade commissioners in Canada and abroad. Inquiries: International Trade Development Branch, InfoExport Ottawa/Hull (613) 993-6435; Fax (613) 996-9709 or toll-free 1-800-267-8376. For nearest international trade centre see Part II, Addresses or see Toll-free Telephone Services section.

#### **EAITC 28**

**International Trade Centres:** these centres provide one-stop trade services to new and experienced Canadian exporters. Services include basic export counselling; identification of market opportunities; help in developing a foreign marketing plan; information on technology transfer and joint venture opportunities; assistance in finding financial support, such as through the Program for Export Market Development; recruitment of participants for trade fairs and missions abroad; arrangement of a selection of trade-related conferences and seminars; and provision of EAITC and other federal trade publications. Each centre is linked to EAITC's computerized trade information network, WIN Exports.

Inquiries: For nearest international trade centre, see Part II, Addresses or see the Toll-free Telephone Services section.

#### **EAITC 29**

**Canada Export Award Program:** application is open to all firms, or divisions of firms, resident in Canada that have been exporting goods or services for three or more years. Selection is based on, but not limited to, significant increases in export sales, introducing new products into world markets, and successes in breaking into new markets.

Inquiries: Trade Development Operations, Ottawa/Hull (613) 996-2274.

#### **EAITC 30**

**Going Global:** this trade development strategy focuses on trade, investment and technology initiatives in three major world markets: the United States, the European Community and the Asia Pacific region. EAITC, as the leading federal department responsible for international trade and export development, is central to this strategy.

#### **EAITC 31**

**Financial and Business Services Division:** this Division is responsible for the co-ordination of EAITC's position on issues concerning international trade financing policy and operations. The Division monitors administration of the Canada Account, including advising the Minister about the merits of specific transactions and the availability of funds for future business. As a separate mandate, the Division also has primary responsibility within the Department for the promotion of services

exports, including consulting, architecture, distribution services (including trading houses and countertrade), construction and financial services. In addition, it is the focal point for international capital project initiatives and procurement opportunities arising from the operations of the international development banks. Inquiries: Ottawa/Hull (613) 996-6213.

#### **EAITC 32**

**Secondary Industries Marketing:** the Secondary Industries Division is the focal point within EAITC for other federal departments, associations, companies and other levels of government for the development and management of sectoral international marketing strategies and programs. The Division collects and disseminates international market information. It has produced capability guides in the following areas: household and contract furniture, hardware, housewares, textiles, packaging and labelling equipment, food processing equipment, apparel, rail and urban equipment and services, garage service centre and bodyshop equipment, agricultural equipment, mould and die makers, plastics processing equipment, sporting goods and sporting apparel, and medical devices. Global market opportunity reports have been prepared in the packaging and labelling, and sporting goods sectors.

#### **EAITC 33**

**Technology Inflow Program (TIP):** this program helps Canadian businesses acquire foreign technology to develop new Canadian products, processes or services. It is open to all companies but is intended especially for small- and medium-sized firms. EAITC helps Canadian companies identify sources for the technology they need and opportunities to collaborate with the foreign companies concerned. Financial assistance is provided for technology projects to support travel abroad to investigate specific potential foreign organizations by the firm's technical staff to obtain hands-on experience in the technology being acquired; working visits to the Canadian firm by foreign experts to assist the firm adopting and adapting the technology being acquired; and other activities designed to lead to the inflow of technology to a Canadian firm, or group of firms. Inquiries: Export and Investment Programs Division, Ottawa/Hull (613) 992-7883.

#### **EAITC 34**

**Investment Development Program (IDP):** this program encourages foreign corporations and other potential investors to bring new capital and technology into Canada. It also facilitates joint ventures and strategic partnerships between Canadian and foreign firms. IDP activities are carried out by investment advisors and counsellors at 43 EAITC trade offices around the world. The program is directed to countries which represent major traditional sources of foreign investment in Canada: the United States, the United Kingdom, France, Germany, Hong Kong, Japan and the Netherlands. Promotional campaigns, direct mail, round tables, seminars and other activities focus on sectors where Canada has demonstrated expertise and opportunities. A major selling point is the improved access Canada offers to the US market under the Canada – US Free Trade Agreement. The Department works closely with Investment Canada, Industry,



## External Affairs and International Trade Canada (continued)

Science and Technology Canada and provincial and municipal governments to identify investment priorities in Canada.

Inquiries: Export and Investment Programs Division, Ottawa/Hull (613) 996-1328.

### EAITC 35

Program for Export Market Development (PEMD): PEMD's objective is to increase Canadian exports. This is accomplished by sharing the costs of various types of export promotion activities (visits, trade fairs, missions, project bidding) that businesses could not or would not undertake alone, thereby reducing the risks. Program financial assistance is on a cost-recoverable basis. It is not a grant.

Inquiries: Export and Investment Programs Division, Ottawa/Hull (613) 996-7155.

### EAITC 36

New Exporters to Border States (NEBS): this is an export education program for small- and medium-sized Canadian companies which are inexperienced in exporting but which are "export-ready." Participants go to a Canadian trade office in the US and/or a US border point for a one- or two-day "hands-on" course on the practical process of exporting. Experts give information on documentation and customs procedures, banking, insurance, agents, distributors and other topics. Canadian trade commissioners advise on marketing strategies and help identify contacts for follow-up meetings with manufacturers' representatives and potential US buyers. The program pays return transportation costs.

Inquiries: United States Trade and Investment Development Division, Ottawa/Hull (613) 993-5726.

### EAITC 37

Agriculture and Resources: the Agri-Food, Fisheries and Resources Division co-ordinates trade development activities for primary value-added agricultural products, fish and fish products (including aquaculture), forest products, metals and minerals (including peat moss) and chemicals (including petrochemicals, fertilizers, biologicals and pharmaceuticals). It provides information on export opportunities identified by Canadian trade offices abroad and reports on Canadian export capabilities and interests. The Division works closely with Agriculture Canada, Fisheries and Oceans, Forestry Canada, Energy, Mines and Resources Canada, Industry, Science and Technology Canada, the provinces, and industry and trade associations.

Inquiries: Ottawa/Hull (613) 995-1712.

### EAITC 38

Advanced Technologies Marketing: the Advanced Technologies Division is the departmental focal point for facilitating the international marketing of advanced technology products and services. Trade commissioners provide global marketing expertise and support in the fields of telecommunications, computer-based technologies, instrumentation, geomatics (including remote sensing), components and

electronics. They have a broad knowledge of global activities and opportunities in these sectors and provide counselling and assistance for Canadian firms to identify and gain access to business opportunities abroad.

In co-operation with trade commissioners from Canadian trade posts and the geographic trade divisions within EAITC, the Division co-ordinates market intelligence collection and dissemination and advises on the implementation of selected promotional activities including industry participation in major international trade exhibitions, foreign market exploration missions, incoming buyers missions, seminars and conferences. For promotional use abroad, the Division produces sectoral publications and diskettes highlighting the capabilities of Canadian companies.

Inquiries: Ottawa/Hull (613) 996-1893.

### EAITC 39

Aerospace and Defence Programs Division: the Division is one of the four divisions which make up the International Marketing Bureau. Its primary role is to provide a global market perspective for defence and commercial aerospace, space electronics, marine and security products and services. By doing so it helps Canadian industry to export in these areas.

The Aerospace and Defence Programs Division has developed three sectoral international marketing strategies which synthesize market information obtained from over 120 posts abroad. These documents provide industry with a comprehensive view of where government-initiated market development activities are focused. These strategies represent a close collaboration among all government and industry stakeholders and are intended to reflect an ongoing consultative process between government and industry. The objective is to ensure that industry can have the maximum opportunity to influence government international marketing support activities. The three sectoral strategies produced to date include: space and space-related products and services, aircraft repair and overhaul, and security products.

The Division also manages formal government-to-government defence economic relationships including the Canada – US Defence Development/Production Sharing Arrangements (DD/DPSA); the defence Research, Development and Production (RDP) agreements with Western European countries; the Defence Industrial Co-operation (DIC) agreements and NATO infrastructure procurement.

Inquiries: Aerospace and Defence Programs Division, Ottawa/Hull (613) 996-1816, Fax (613) 996-9265.

### EAITC 40

Canada – US Defence Production Sharing Agreement (DPSA): this arrangement gives Canadian manufacturers the opportunity to provide defence supplies and services to the US military and to US defence contractors on essentially the same basis as domestic US suppliers. Under this program, the US government has waived customs duties and application of the Buy America Act.

Inquiries: Aerospace and Defence Programs Divisions, Ottawa/Hull (613) 996-1816; Fax (613) 996-9265.



**EAITC 41**

Canada – US Defence Development Sharing Agreement (DDSA): this program, a companion to the DPSA, enables the Canadian government to share in the cost of US Department of Defense development projects based on US requirements. Qualified Canadian companies act as prime contractors for approved projects.

Inquiries: Aerospace and Defence Programs Division, Ottawa/Hull (613) 996-1816; Fax (613) 996-9265.

**EAITC 42**

Research, Development and Production (RDP) Agreements: Canada maintains bilateral defence RDP agreements with European partners (Belgium, Denmark, France, Germany, Italy, the Netherlands, Norway, Sweden and the United Kingdom). The objective of these agreements is to forge strong government-to-government relationships with a high level industrial representation. This enables co-operative projects to be developed. Defence economic co-operation represents a strong element of RDPs. Industrial co-operation is encouraged for mutual benefit.

In addition to the RDPs, Canada also has created co-operative industrial agreements with Spain, Saudi Arabia and Australia and is in the initial stages of negotiation with Korea. These agreements focus on projects which will benefit industry through joint ventures, transfer of technology, industrial benefits and shared manufacturing techniques.

Inquiries: Aerospace and Defence Programs Division, Ottawa/Hull (613) 996-1816; Fax (613) 996-9265.

**EAITC 43**

The NATO Market: as a member of the North Atlantic Treaty Organization, Canada contributes to NATO infrastructure projects and co-operative armaments projects. These projects require a wide range of goods and services and present opportunities for Canadian companies to participate. The Aerospace and Defence Division also provides assistance to companies selling defence products to other world markets as permitted by Canadian export controls policy. This includes marketing support to exporters of civilian aerospace, security products, air traffic control, and airport and marine markets. The Division is helping to organize a sub-contractor's conference to be held in Abbotsford, B.C. in conjunction with Airshow Canada in August, 1993.

The Aerospace and Defence Programs Division also co-chairs, with ISTC, the Working Group on Trade in Space Products and Services which co-ordinates trade development activities of five federal government departments. The goal is to bring together the resources of government and industry to maximize the effectiveness of promotion activities. Cross-Canada consultations with industry have been held and a capability guide for distribution by Canadian embassies and consulates has been produced.

Inquiries: Aerospace and Defence Programs Division, Ottawa/Hull (613) 996-1816; Fax (613) 996-9265.

**EAITC 44**

Canada – US Free Trade Agreement (FTA): the Canadian section of the Canada – United States Free Trade Agreement Binational Secretariat is responsible

for a permanent binational panel system which replaces domestic courts in certain cases specified under the FTA. The Secretariat makes decisions concerning the operation of the dispute settlement system based on its interpretation of legal and administrative provisions of the FTA, of US and Canadian legislation, and of rules which describe the role of the Secretariat. It also records all orders and decisions of the panels and publishes notices of decisions in the *Canada Gazette*. Inquiries: Ottawa/Hull (613) 992-9388. For all other information on the Canada – US FTA: InfoExport, Ottawa/Hull (613) 993-6435; Fax (613) 996-9709 or toll-free 1-800-267-8376.

**EAITC 45**

Register of United States Barriers to Trade: this annual publication lists obstacles to the free flow of goods, services and investment between Canada and the United States at the federal, state and local levels. It offers an illustrative compendium of the range and complexity of barriers that Canadian business people must cope with daily. The Canadian government is working to bring an end to these barriers. In some cases they are inconsistent with US obligations under the Canada – US Free Trade Agreement or the General Agreement on Tariffs and Trade (GATT), and their elimination is being pursued within the framework of these agreements. In other cases, they are being addressed in the Uruguay Round negotiations of the GATT or within the framework of the North American Free Trade Agreement.

Inquiries: United States Trade and Economic Policy Division, Ottawa/Hull (613) 991-2046.

**EAITC 46**

World Information Network for Exports (WIN): WIN Exports is a computerized directory of Canadian exporters designed to help trade development officers respond to market opportunities identified in all parts of the world. This electronic sourcing system gives up-to-the-minute lists of Canadian companies ready and able to meet the product and service requirements of potential customers in foreign countries. It currently lists over 25 000 Canadian firms and includes products and services available for export; foreign markets in which the firm is currently active or is considering entry; and contacts within the company responsible for export activities. Direct access to this directory is available only through the Department and other federal and provincial departments and agencies involved in trade promotion and export development activities. Exporters may register in WIN Exports free of charge.

Inquiries: Ottawa/Hull (613) 996-7182.

**EAITC 47**

Tourism Market Development Abroad: EAITC assists the Canadian tourism industry promote Canada as a destination for foreign tourists. Tourism officers at trade offices abroad provide tourism market data (such as foreign contacts, reports on market development opportunities, foreign local business customs and industry structure); facilitate market access for the Canadian tourism industry; initiate Canadian participation in travel shows abroad; plan and organize solo shows with the participation of Canadian partners; organize Canadian tours and site inspections for foreign tourism media, the travel trade and meeting/convention



## External Affairs and International Trade Canada (continued)

organizers; disseminate information about new Canadian tourism and travel products; and represent the marketing interests of all Canadian provincial, territorial, municipal and regional governments in foreign markets.

EAITC has a tourism network of 23 posts around the world. Fifteen are located in the United States, three in Europe (Paris, London, Dusseldorf), one in Tokyo and four in emerging markets in Europe and Asia (The Hague, Seoul, Sydney and Taipei).

Inquiries: United States Trade and Tourism Development Division, Ottawa/Hull (613) 944-7344.



## Environment Canada (EC)

Head Office  
Les Terrasses de la Chaudière  
10 Wellington Street  
Hull, Quebec  
(Mail: Ottawa, Ontario K1A 0H3)

Information: Ottawa/Hull (819) 997-2800 or call toll-free 1-800-668-6767; for other offices see Part II, Addresses; for information on environmental emergencies in the maritime provinces, and the public relations and information service in Ontario and Quebec see the Toll-free Telephone Services section.

Minister responsible:  
Minister of the Environment

Responsibilities of the Department include the protection and enhancement of the quality of the natural environment, including water, soil and air; the provision of information on weather, climate, ice and sea conditions, and air quality; the conservation of renewable water, land and wildlife resources; and the management and protection of migratory birds.

## Atmospheric Environment Service (EC 1 – EC 11)

Headquarters  
4905 Dufferin Street  
Downsview, Ontario  
M3H 5T4

Information: Toronto (Downsview) (416) 739-4826 or any regional office see Part II, Addresses.

### EC 1

Public and Marine Weather Services: the Atmospheric Environment Service (AES) provides Canadians with around-the-clock weather warnings, forecasts and information covering periods of up to five days. These services deal with all weather conditions, from tropical hurricanes to arctic blizzards. The AES prepares forecasts for major cities and 201 public forecast

districts. Its marine weather warnings, forecasts and information serve fishermen as well as shipping and recreational boaters in 167 different marine areas, including coastal and inland waters and the Arctic. Inquiries: Toronto (Downsview) (416) 739-4977.

### EC 2

Aviation Weather Services: the AES provides weather warnings, forecasts and observations to 192 airports and 118 aviation areas to further air safety for Canadian travellers and the economy of aviation operations. Through ICAO (International Civil Aviation Organization) international agreements, it also offers air weather services covering an area out to 30° west latitude over the North Atlantic. These services are integrated with those of Transport Canada's Air Transportation Administration (CATA). Inquiries: Toronto (Downsview) (416) 739-4978.

### EC 3

Economic Weather Services: the AES provides weather information and advice for the safety and efficiency of agriculture, fishing and forestry operations and other weather-sensitive economic sectors. These services also aim to minimize the possibility of an industrial disaster that could harm the environment. Inquiries: Toronto (Downsview) (416) 739-4977.

### EC 4

Military Weather Services: the Atmospheric Environment Service assists the Department of National Defence in meeting the meteorological and oceanographic requirements of the Canadian Forces. For example, it provides such services for ground, sea, air and anti-submarine operations over a geographic area including all of Canada, the Arctic and adjacent oceans, extending to the mid-Pacific and over the Atlantic almost to Europe. Other activities include provision of forecasts and weather warnings, as well as meteorological and oceanographic support to military operations, support to search and rescue, and advice and consultation. While the Atmospheric Environment Service supplies the professional forecast staff and management, the Department of National Defence provides the technical support. The AES' civilian weather service is integrated with the Canadian Forces Weather Service. Inquiries: Ottawa/Hull (613) 995-4173.

### EC 5

Climate Information: the Canadian Climate Centre gathers and manages climate data and information from all parts of Canada. It provides statistical abstracts, microfilm, digital data or custom computer analyses of that information in products which are used by agencies and individuals in a variety of ways. These products include basic information on temperature and precipitation norms and extremes as well as information on solar radiation, winds and waves. The information managed is also accessible directly by those with the necessary computer capability.

### EC 6

Climate Adaptation: for environmental or economic reasons, Canadians often need more detailed or specialized analyses of climate. The Canadian Climate Centre analyses and interprets data and information. It



assesses the effect of climate on agricultural and forest production, industrial design, arctic development, alternate energy sources, hydrology and water resources, lakes and ocean areas, fishing, and ocean and coastal engineering.

#### EC 7

**Climate Research:** the Canadian Climate Centre carries out research to understand climate and related processes and to predict future climates through advanced computer modelling. These and other activities lead to information on atmospheric circulation, the impact of greenhouse gases, trends in and sensitivity to climate change and variability, and energy budget studies. They include radiative-photochemical models, thermodynamic models and statistical long-range prediction.

#### EC 8

**Climate Response Strategies:** the Canadian Climate Centre ensures that Canadians are aware of the adverse effects of alteration of the atmosphere, and how Canadians can respond. This information is communicated to Canadians through publications, the media and educational programs. The Centre also supports both the development of policy to limit the effects of global warming and the co-ordination of national and international response measures.

#### EC 9

**Ice Conditions:** the Ice Centre in Ottawa provides daily analyses of ice conditions in Canada's navigable coastal and contiguous waters and in the Great Lakes – St Lawrence River System. Reports are based on aerial reconnaissance flights, imagery from earth-orbiting satellites, commercial and government ships and other sources. From this information, the Ice Centre prepares composite charts of ice conditions, which it distributes by mail and by radio facsimile, to support marine transportation, fishing activities and offshore resource exploration. The Centre also prepares seasonal outlooks and operational forecasts for short-term and for 30-day periods. These are broadcast over marine radio stations, but are also accessible through dial-in telex. In addition to these services, the Ice Centre provides telephone information and consultation.

Inquiries: Ice Forecasting Centre, Ottawa/Hull (613) 996-5236.

#### EC 10

**Archived Ice Data:** the Ice Climatology and Applications Division makes ice charts, satellite imagery, ice thickness measurements, records of remotely sensed data obtained from SLAR (side looking airborne radar), laser profilometers and cameras available for inspection and analysis. The Division also prepares ice atlases, ice studies and statistical analyses, and provides advice and consultation. Considerable international ice data are available.

Inquiries: Ottawa/Hull (613) 996-5236.

#### EC 11

**Meteorological and Atmospheric Research:** the Atmospheric Environment Service conducts research on LRTAP (long-range transport of air pollutants), acid rain, weather, ice, the effect of wind on waves, forecasting systems, the ozone layer, atmospheric

radiation, numerical weather prediction (NWP), the physics of clouds and precipitation, weather radar, weather and environmental satellite data reception and processing, atmospheric chemistry, air quality, atmospheric contaminants, man-made pollutants, wind and solar energy, the environmental (atmospheric-related) aspects of northern and offshore hydrocarbon development, agro/forest/aeronautical meteorology, meso-scale/boundary-layer meteorology and atmospheric dispersion.

Inquiries: Toronto (Downsview) (416) 739-4995.

#### Canadian Wildlife Service (EC 12 – EC 16)

Place Vincent Massey  
351 Saint-Joseph Boulevard, 17th Floor  
Hull, Quebec  
(Mail: Ottawa, Ontario K1A 0H3)

Information: Ottawa/Hull (819) 997-1095 or any regional office see Part II, Addresses.

#### EC 12

**Endangered Species:** in addition to managing threatened or endangered migratory birds, the Canadian Wildlife Service researches and provides advice on other species at risk and their habitats. Its aim is to prevent loss of wild species from Canada and to support national actions to re-establish healthy populations of species currently at risk. Secretariat services are provided for two bodies: the Committee on the Status of Endangered Wildlife in Canada (COSEWIC) and the Committee on the Recovery of Nationally Endangered Wildlife (RENEW). Both committees have representation from federal, provincial or territorial and non-governmental organizations. Together with the World Wildlife Fund (Canada), CWS provides the Endangered Species Recovery Fund (ESRF) to support species recovery projects. The service administers the Convention on International Trade in Endangered Species (CITES) to regulate the Canadian import and export of endangered plant and animal species. It also provides information and publications with respect to COSEWIC and RENEW, and issues a newsletter entitled *Recovery*. Inquiries: Ottawa/Hull (819) 953-1429 or (819) 997-1840.

#### EC 13

**Habitat Management/Ecological Assessment:** the Canadian Wildlife Service manages habitats through a network of national wildlife areas and migratory bird sanctuaries to ensure the preservation of wildlife in Canada. It also conducts research and conservation programs, providing research results and advice on the ecology of migratory birds.

Inquiries: Ottawa/Hull (819) 953-1421 or any regional Canadian Wildlife Service office see Part II, Addresses.

#### EC 14

**Hunting Regulations for Migratory Game Birds:** the Canadian Wildlife Service sets regulations governing the hunting, handling and use of migratory game birds. Inquiries: Ottawa/Hull (819) 955-4383 or any regional Canadian Wildlife Service office see Part II, Addresses.

**Environment Canada** (*continued*)**EC 15**

Migratory Birds/Conservation: the Canadian Wildlife Service is responsible for the protection and management of migratory birds. It carries out research and surveys on the distribution, status, population dynamics and ecological requirements of, and the effects of toxic chemicals on, migratory birds. Inquiries: Ottawa/Hull (819) 953-1425.

**EC 16**

North American Waterfowl Management Plan (NAWMP): this plan is a Canada – United States, public-private partnership program in wetlands and wildlife conservation. It sets goals for the protection and improvement of waterfowl habitat and the restoration of waterfowl populations. The Canadian Wildlife Service funds the Canadian federal portion of the plan and provides information and advice on plan activities. The NAWMP Implementation Branch co-ordinates research, monitoring, evaluation and information. Inquiries: Ottawa/Hull (819) 997-2392 or (819) 997-1303.

**Inland Waters and Lands (EC 17 – EC 26)**

Place Vincent Massey  
351 Saint Joseph Boulevard  
Hull, Quebec  
(Mail: Ottawa, Ontario K1A 0H3)

Information: Inland Waters and Lands: Ottawa/Hull (819) 997-2601 or any regional office *see* Part II, Addresses.

**EC 17**

Inland Waters: the Inland Waters Directorate collects and analyses data, and provides information on the quantity, quality and uses of freshwater in rivers and lakes as well as information on ground water. It interprets information and undertakes research to address issues, predict trends and develop the scientific base that will protect long-term national freshwater interests.

**EC 18**

Water Management: the Water Planning and Management Branch develops policy and undertakes legislative initiatives; promotes the use of demand management strategies; provides support for interjurisdictional studies and agreements; conducts engineering studies; analyses water resource systems; promotes water awareness; and provides water management information. Inquiries: Ottawa/Hull (819) 997-1721.

**EC 19**

Program Analysis and Co-ordination: the Program Analysis and Co-ordination Branch develops water policy and is responsible for setting the long-term goals of the Inland Waters Directorate through strategic planning. The Branch acts as a catalyst for the implementation of federal water policy and is

accountable for the integration of water programs at the federal, national and international levels. Inquiries: Ottawa/Hull (819) 997-1523.

**EC 20**

Freshwater Research: the National Water Research Institute in Burlington, Ontario researches the impact of toxic chemicals on surface and groundwater; the impact of atmospheric change on water quality; pollution and restoration of regional freshwaters; and methods for aquatic modelling and assessment. Inquiries: Burlington (416) 336-4981.

**EC 21**

The National Hydrology Research Institute: this Institute studies the water cycle; the effects of climatic change on water; and the effects of development on surface water, ground water and the hydrology of the North. Inquiries: Saskatoon (306) 975-5779.

**EC 22**

Water Quality Data, Information and Advice: the Water Quality Branch collects information and data on the quality of the aquatic environment. It develops and promotes the use of national water quality guidelines and objectives. The Branch also assesses the state of the resource and detects emerging problems and trends. Inquiries: Ottawa/Hull (819) 997-1920.

**EC 23**

Water Quantity Data and Advice: as provided under federal-provincial agreements, the Water Resources Branch collects data on water levels, stream flow and sediment transport according to national standards. It analyses and interprets the collected data to plan the network of 2750 observation sites. The Branch also carries out hydrologic appraisals designed to evaluate the state of the resource and provide information relevant to current water issues. Inquiries: Ottawa/Hull (819) 997-1508.

**EC 24**

Land Inventory Monitoring and Data System: the Environmental Information Systems Division maintains a national, multi-disciplinary land data base for policy, program and research purposes. This program carries out inventories on land capability, use and characteristics including the Canada Land Inventory, Northern Land Use Information Mapping, and Ecological Land Surveys. The Canada Land Data System provides an extensive digital data base for Canada that can be accessed through regional terminals.

**EC 25**

Sustainable Development Research: research is conducted by Inland Waters and Lands on major national and regional resources problems to inform the public and decision makers of their causes, solutions and importance to the nation. Programs analyse issues such as the loss of agricultural land, the preservation of special resource lands and federal involvement in the solution of land-use problems. Examples of current initiatives include the analysis of degradation and stress on land resources; the sustainable development of natural resources; the development of conservation





strategies; and evaluation of the impact of federal programs on the nation's land resources. This program also provides land planning assistance to the Environmental Assessment and Review Process (EARP) and to other federal departments in resolving their land problems.

#### **EC 26**

**International Centre for Sustainable Development:** the Centre promotes internationally the concept of environmentally sustainable economic development. This is done through the recommendation of policies, management practices and decision-making processes in government, industry, public and private institutions and non-governmental organizations. It addresses issues related to the building and refinement of institutions and the development and transfer of skills, knowledge and technology to assure sustainable development.

### **Conservation and Protection Service (EC 27 – EC 36)**

Environmental Protection Program  
Place Vincent Massey  
351 Saint Joseph Boulevard  
Hull, Quebec  
(Mail: Ottawa, Ontario K1A 0H3)

Information: Ottawa/Hull (819) 997-0310; for other offices *see* Part II, Addresses.

#### **EC 27**

**Acid Rain:** in addition to planning, co-ordinating and managing Environment Canada's acid rain program, Conservation and Protection provides leadership and co-ordination for the overall federal program.

#### **EC 28**

**Commercial Chemicals:** Conservation and Protection assesses new chemicals and the use patterns of existing chemicals. It also develops and implements strategies to control commercial chemicals that present an unacceptable level of risk to human health or the environment.

#### **EC 29**

**Toxic Chemicals Management:** the Canadian Environmental Protection Act provides a framework for protecting Canadians from all forms of pollution caused by toxic substances. Conservation and Protection plans, co-ordinates and manages this program to prevent or control entry of harmful quantities of toxic chemicals into the environment – air, water, land, plants, animals and humans.

#### **EC 30**

**Environmental Emergencies:** Conservation and Protection stimulates the development and application of spill preparedness and various measures to prevent or lessen the impact of environmental emergencies, such as those associated with oil or toxic chemical spills. It maintains the National Environmental Emergency Centre on a 24-hour basis to respond quickly to emergencies, and it supports the improvement of countermeasures.

#### **EC 31**

**Technology Development and Technical Services:** this program promotes the development, demonstration and transfer of new technology for efficient effluent treatment and residue management, and for responding to spills of environmentally hazardous materials. Information and advice concerning new technology is of particular value for municipalities. Other activities include air pollution measurement for stationary and mobile sources; the operation of analytical laboratories; the development of technical training packages; and the provision of technical advice concerning the protection of the environment.

#### **EC 32**

**Development and Demonstration of Resource and Energy Conservation Technology (DRECT) Program:** the DRECT program provides financial assistance to industry and municipalities for the development and demonstration of new and innovative technologies that are intended to save energy and conserve resources through the reduction and recovery of wastes. DRECT pays up to 50 percent of the total estimated project costs, to an annual maximum of \$200 000.

#### **EC 33**

**Regulatory Impact Analysis Statements (RIAS):** all regulatory initiatives must be accompanied by a Regulatory Impact Analysis Statement. The RIAS includes a description of the proposal; the alternatives to regulation which were considered; the reasons for their rejection; and a thorough assessment of the anticipated costs and benefits. Information on the resultant paper burden to industry, the consultations which have taken place and a description of the enforcement mechanisms to ensure compliance are also included.

#### **EC 34**

**Environmental Protection from Human Activities:** this program is aimed at protecting the quality of the environment from the harmful effects of air and water pollutants as well as solid and hazardous wastes. It addresses both private and public sources of pollution. Within the framework of this program, Environmental Protection develops regulations, guidelines and codes of practice to prevent, reduce and control the release of toxic pollutants into the environment. Conservation and Protection implements these control options to prevent and alleviate environmental problems, and undertakes inspection programs and investigations to ensure compliance with the regulations.

#### **EC 35**

**Environmental Impact Assessment:** Conservation and Protection ensures that new departmental initiatives are subject to the environmental assessment and review process to ensure that the environment is not adversely affected. Technical and scientific advice is provided to clients on impact assessment and management. Liaison is maintained with other national and international organizations such as the Federal Environmental Assessment Review Office.

**Environment Canada (continued)****EC 36**

State of the Environment Reporting Process: Environment Canada reports on the state of the environment by developing and providing information on the impact of human activities on the environment. As well, the sources, types and quantities of contaminants released into the environment are studied to interpret the relative significance of pollution sources; identify priorities for corrective action; and analyse pollution trends. The service provides the commercial and economic analyses to be incorporated into the design of alternative intervention strategies, and to be provided in the Regulatory Impact Assessment Statement to the public in the case of proposed formal regulations. It also documents and communicates the relationships between the environment and the economy, providing advice on the economic implications of options open to the government to improve the quality of the environment.

**Canadian Parks Service (EC 37 – EC 43)**

Head Office  
Jules Léger Building  
25 Eddy Street  
Hull, Quebec  
(Mail: Ottawa, Ontario K1A 0H3)

Information: Ottawa/Hull (819) 997-2800;  
Communications (819) 994-2534 or any regional office  
see Part II, Addresses.

**EC 37**

National Parks: the Canadian Parks Service protects, for all time, spectacular examples of many of the natural regions of Canada and provides opportunities for visitors to discover and enjoy these areas. There are currently 35 national parks, each with its own unique character. Services vary greatly from the large southern parks such as Banff with almost every service a visitor could wish for, to high arctic parks such as Auyuittuq and Ellesmere Island where extensive pre-trip preparation, few services and a high degree of self-reliance are the rule. Information on the parks, available services, recreational and learning opportunities and regulations is available from the head office, regional offices and the parks.

**EC 38**

Canadian Heritage Rivers: the Canadian Parks Service provides technical, financial and promotional support to the Canadian Heritage Rivers Board. The Board consists of one representative from each of the Canadian Parks Service, Indian and Northern Affairs Canada, and participating provincial and territorial governments. The Service may also nominate rivers inside national parks to be included within the system. The objectives of the Canadian Heritage Rivers System are to give national recognition to the important rivers of Canada and to ensure long-term management which will conserve their natural, historical and recreational values.

**EC 39**

Historic Canals: the Canadian Parks Service administers the nine canal systems declared to be of national historic significance by the Minister of the Environment. The St Peters Canal, Chambly Canal, Saint Ours Canal, Sainte Anne de Bellevue Canal, Carillon Canal, Rideau Canal, Trent-Severn Waterway and Sault Ste Marie Canal are all operated as "historic canals" for navigation purposes. The Sault Ste Marie Canal waterway, however, is currently closed due to structural failure. The Lachine Canal is not open to through navigation. Interpretive programs including museums, theatres, guided walks, exhibits and publications have been developed at many of the lock stations. Information concerning these programs may be obtained from the lockmasters.

**EC 40**

Canadian Inventory of Historic Building: the Canadian Inventory of Historic Building (CIHB) maintains records and photographs of examples of pre-1914 architecture in Canada. The Inventory, relying heavily on public participation, invites individuals and groups to participate in the CIHB Volunteer Survey Program. The *Exterior Recording Training Manual*, available on request, describes the survey methodology and selection criteria.

The Federal Heritage Building Review Office is responsible for the application of federal government policy regarding federal heritage buildings. It identifies and evaluates heritage buildings, and encourages other levels of government and the private sector to conserve their own heritage buildings.

**EC 41**

Co-operating Associations: the Canadian Parks Service seeks the co-operation of non-profit organizations in supporting its objectives through such ventures as the sale of heritage items and the provision of additional public services.

Inquiries: Visitor Activities Branch, Ottawa/Hull  
(819) 994-2744.

**EC 42**

National Volunteer Program: the Canadian Parks Service encourages and welcomes volunteers, be they individuals, families or clubs. The volunteers help protect and promote public enjoyment of Canada's heritage in national parks and historic sites, including the historic canals.

Inquiries: Visitor Activities Branch, Ottawa/Hull  
(819) 994-2744.

**EC 43**

National Historic Sites: The Canadian Parks Service is responsible for the protection and presentation of more than 100 national historic sites under its administration. These special places portray the broad sweep of Canadian history and heritage as represented in the personalities, events and artifacts handed down from previous generations. Details concerning admission fees, commemorative exhibits, interpretive programming, children's activities, special events, tours and other visitor services are available from the national historic site offices. See Part II, Addresses.



## Historic Sites and Monuments Board of Canada (EC 44 – EC 45)

Les Terrasses de la Chaudière  
Jules Léger Building  
25 Eddy Street  
Hull, Quebec  
(Mail: Ottawa, Ontario K1A 0H3)

Information: Ottawa/Hull (819) 997-4059; Fax (819) 953-4909.

### EC 44

Historic Sites and Monuments Board of Canada: as provided in the Historic Sites and Monuments Act of 1953, the Board acts as an advisor on historical matters to the Minister of the Environment, who is responsible for commemorating historic sites of national significance. In most cases, the Board recommends that the significance of the site be commemorated with a plaque. If the Board feels a site is of exceptional significance, it may recommend to the Minister that the Department consider a cost-sharing agreement with an appropriate party, such as a municipal or provincial government or an incorporated body, to aid in the site's acquisition, restoration or presentation. In rare cases, the Board may recommend that the Department acquire the site itself.

### EC 45

Heritage Railway Stations: under the terms of the Heritage Railway Stations Protection Act, the Board makes recommendations to the Minister on the designation of heritage railway stations. This Act, which came into force in 1990, provides for the designation of heritage railway stations and is intended to encourage the preservation of these designated stations for future generations. The Board evaluates railway stations referred to it for consideration in accordance with established historical, architectural and environmental criteria. To be eligible for heritage designation a railway station must be owned or controlled by a railway company to which the Railway Act applies.

## Federal Environmental Programs (EC 46 – EC 48)

Fontaine Building, 13th Floor  
200 Sacré Coeur Boulevard  
Hull, Quebec  
(Mail: Ottawa, Ontario K1A 0H3)

Information: Ottawa/Hull (819) 997-2727; for other offices see Part II, Addresses.

### EC 46

Environment Week: Environment Canada is responsible for organizing Canadian Environment Week each year – the week that includes 5 June (World Environment Day). During the week, environmental achievement awards, recognizing the achievements and dedication of Canadians in protecting and restoring the environment, are presented.  
Inquiries: Ottawa/Hull (819) 997-6827.

### EC 47

Environmental Choice Program: Environment Canada has set up this program to help Canadian consumers identify products that minimize the burden on the environment. Once tested and approved, these everyday products are identified by an easy-to-recognize label that identifies them as made from recycled materials or recyclable, biodegradable or free of ozone-depleting gases.  
Inquiries: Ottawa/Hull (819) 952-9459.

### EC 48

Environmental Partners Fund: this program assists community projects that clean up, restore or enhance the natural environment. Community groups, service clubs, environmental organizations, schools and youth groups can apply to Environment Canada for matching funds to support such work. Projects may receive up to \$200 000 over three years. The fund is not intended to support conferences, seminars or lectures.  
Inquiries: Ottawa/Hull (819) 952-9447.



## Export Development Corporation (EDC)

Head Office  
151 O'Connor Street  
Ottawa, Ontario  
K1A 1K3

Information: Ottawa/Hull (613) 598-2739; for other offices see Part II, Addresses.

Minister responsible:  
Minister for International Trade

### EDC 1

The Export Development Corporation is a unique financial institution that specializes in helping Canadian exporters compete internationally. EDC provides risk management services, including insurance, financing and related advisory services, to Canadian companies and their global customers. EDC is committed to the highest standards of service, quality and professionalism.  
Programs fall into four major categories. Export credits insurance covers short- and medium-term credits; performance insurance extends cover for risks inherent in performance and bid guarantees including consortium risks; foreign investment insurance provides political risk protection for equity and other investments abroad; and finance provides medium- and long-term export financing.





## Employment and Immigration Canada (EIC)

National Headquarters  
Place du Portage, Phase IV  
140 Promenade du Portage  
Hull, Quebec  
Mail: Ottawa, Ontario K1A 0J9

Canada Employment Centres: 503 throughout Canada.

Canada Immigration Centres: 117 throughout Canada.

Information: Ottawa/Hull (819) 994-6313; regional offices, Canada Employment Centres and Canada Immigration Centres see Part II, Addresses or see the Toll-free Telephone Services section; Canadian Government Annuities office and information on wage loss and unemployment insurance see the Toll-free Telephone Services section.

Ministers responsible:  
Minister of Employment and Immigration,  
Minister of State (Employment and Immigration) and  
Minister of State (Youth)

Employment and Immigration Canada is responsible for employment, unemployment insurance and immigration programs.

### Employment (EIC 1 – EIC 35)

#### EIC 1

National Job Bank: the Commission maintains a computerized list of hard-to-fill jobs currently available across the country, including a complete profile of each job with details such as salary and required experience. The National Job Bank allows workers to explore Canadian employment opportunities by listing employers' labour requirements.

#### EIC 2

Job Search Techniques: the Department helps job seekers undertake independent job searches. Canada Employment Centres offer two-day job search strategy sessions which provide training on various job search techniques. Participants receive written material and practice what they learn in a group setting. The Canada Employment Centre also offers three-hour group information sessions which provide tips on job hunting.

#### EIC 3

Job Finding Club: EIC sponsors agencies that run three-week job finding clubs to help chronically unemployed clients find a job quickly. The clubs use an intensive group-process approach to teach the skills needed to search for work and provide facilities, counsellor and group support until clients find suitable jobs.

#### EIC 4

Canadian Occupational Interest Inventory (COII): COII developed by EIC for employment counselling to help assess a client's occupational interests, is a short (70 question) pencil and paper or computerized

administration test. Each item consists of phrases covering activities which are frequently performed by people in various occupations. The test yields profiles that are directly related to the *Canadian Classification and Dictionary of Occupations (CCDO)*.

#### EIC 5

CHOICES Program: CHOICES is a computer data base containing information on occupations, programs of study and Canadian educational institutions. Individuals enter their interests, aptitudes, education and salary expectations into the CHOICES computer. In return they obtain a printout listing suitable occupations. Additional information can be obtained on educational programs and the Canadian schools offering them, occupational characteristics and the links between occupations and programs of study.

#### EIC 6

Outreach: this program helps disadvantaged clients overcome employment barriers such as geographical or social isolation, age or disability, inexperience or lack of suitable skills. It provides personalized, employment-related services through projects sponsored by community-based and non-profit groups or agencies.

#### EIC 7

Agricultural Job Placement: Agricultural Employment Services offices are no longer under the jurisdiction of EIC.

#### EIC 8

Canadian Forces/Employment for Retiring Personnel: EIC helps personnel retiring from the Canadian Forces obtain civilian employment.

#### EIC 9

Social Insurance Number (SIN): Canadian citizens, permanent residents and others who may qualify are entitled to receive a social insurance number. This service includes any amendments to existing social insurance numbers, such as change of name and loss of card. There is a charge of \$10 for a replacement card.

#### EIC 10

CHALLENGE Program: as the Government of Canada's summer employment program for students and young people, CHALLENGE involves the private, public and non-profit sectors along with provincial student employment programs. It offers business loans of up to \$3000, interest-free up to a due date, to students who operate their own business during the summer. Only full-time students who will be returning to school in the fall and who are legally entitled to work in Canada are eligible.

#### EIC 11

Summer Employment/Experience Development (SEED): students get job experience to prepare them for future labour market participation. Wage subsidies are provided to private businesses, non-profit organizations, municipalities, public health and educational institutions and native bands.



**EIC 12**

Stay-in-School Initiative: this program is directed toward elementary or secondary students who are at risk of dropping out before completing high school.

**EIC 13**

START Option: funded under the national Stay-in-School initiative, the START option allows qualified organizations to obtain funding for a variety of labour market programs and services designed to help prevent high school students from dropping out. START may include approaches aimed at giving young participants life skills, personal financial management ability and work experience.

**EIC 14**

Co-operative Education: the Department funds co-operative education programs with the provinces for students at the secondary, CEGEP and postsecondary levels. These programs include a combination of academic study and career-related work experience with employers in the private or public sector. The school, college or university involved determines eligible students for the co-operative education program.

**EIC 15**

Native Internship Program: this program offers employment to native students during the summer months in various offices of Employment and Immigration Canada.

**EIC 16**

Foreign Worker Recruitment: permission is given to employers to recruit foreign workers whose employment will not adversely affect employment and career opportunities for Canadians. In deciding on these requests, EIC considers such factors as the availability of qualified Canadians, wages and working conditions, and additional employment or training opportunities that are expected to be created for Canadians as a result of the recruitment of foreign workers.

**EIC 17**

Agricultural Workers from Mexico and the Caribbean: foreign seasonal agricultural workers from Mexico and the Caribbean, commonly referred to as offshore workers, may enter Canada on a temporary basis to meet labour requirements that cannot be met within Canada. Wage guarantees, housing standards, transportation costs, medical arrangements and working conditions are included in the agreement between the workers, the employer and the foreign government.

**EIC 18**

Employment Centres: located throughout Canada, these centres provide a variety of programs and services which help unemployed workers and UI clients in their search for employment and which help employer clients find and develop a well-trained work force. Assistance for unemployed workers includes: job search strategies, job vacancy listings, résumé writing techniques, training, upgrading and counselling. Employers are helped with finding employees, human resource planning, labour market information and industrial adjustment.

**EIC 19**

Local Employer Seminars: organized by Canada Employment Centres, these seminars offer employers the opportunity to learn about EIC programs and services, to discuss problems they encounter in their daily operations and to understand better the functioning of the local labour market.

**EIC 20**

Workplace-Based Training: this program financially assists employers to provide training for the current or future skill needs of their employees; to re-train employees whose skills are redundant due to technological, market or regulatory change; or to encourage training for designated groups such as women, visible minorities, aboriginal people and persons with disabilities.

**EIC 21**

Job Opportunities: this program provides training and work experience that can lead to continuing employment for people who have problems joining the work force. Training workers also helps employers meet their current and future skill requirements.

**EIC 22**

Industrial Adjustment Service (IAS): this service encourages joint action by employers and their workers to deal with human resource planning and adjustment problems within their establishments, particularly plant closures, technological and market changes and the threat of layoff. IAS is particularly interested in the development of preventive measures and encourages job enrichment, job redesign and the quality of work life. IAS is also designed to help workers and employers manage broad sectoral changes within an entire industry or occupation, with nation-wide help at the sectoral level.

**EIC 23**

Federal Contractors Program: ensuring that suppliers of goods and services to federal government departments achieve and maintain an equitable work force is the objective of this program. It applies to suppliers with 100 or more employees bidding on contracts of \$200 000 or more and ensures that women, aboriginal peoples, visible minorities and persons with disabilities are fairly treated and appropriately represented in employment. The services of regional employment equity consultants are available, free of charge to advise on and assist employers in implementing employment equity.

**EIC 24**

Legislated Employment Equity Program: this program administers the Employment Equity Act, which ensures that no person is denied employment opportunities or benefits for reasons unrelated to ability and corrects conditions of employment disadvantage. Employers, mainly in the transportation, banking and communications industries, are required to implement employment equity and submit an annual statistical report to Employment and Immigration Canada.

**EIC 25**

Designated Group Services: this service provides a link between national designated group organizations, national employer associations, their respective unions

## Employment and Immigration Canada (continued)

and EIC. By meeting regularly with EIC, these groups ensure that their interests in employment equity are considered when EIC policies and programs are developed. Designated Group Services also provide a brokerage-type service for these groups, assisting them in locating appropriate EIC programs and services to help bring about employment equity in the labour market.

### EIC 26

Data Development and Systems Analysis Directorate: the Directorate produces employment equity availability data. It provides statistical information on designated groups, derived from the 1986 Census and the Health and Activity Limitation Survey. The reports contain tables showing the representation of designated groups in the total population, work force and labour force. The Directorate helps employers assess their performance and develop realistic goals and timetables for achieving a representative internal work force. The Systems Analysis Unit has designed and implemented two software programs to assist employers. The Employment Equity Computerized Reporting System (EECRS) allows employers to complete the EIC forms required under the Employment Equity Act and is provided free of charge to all employers covered by the legislation. The Federal Contractors Program Computer System (FCPCS) helps firms to assess their work forces with respect to employment equity profiles and in implementing employment equity action plans.

### EIC 27

Community Futures: as part of the Community Development Program, Community Futures is helping communities to build the capacity to adapt to and manage change. This is achieved by an effective development process including the development of human, institutional and physical infrastructure and by developing the local economy through creation of private-sector employment. Eligible communities are those outside metropolitan areas facing serious labour market difficulties such as chronic high unemployment or a major permanent layoff, and lacking adequate mechanisms to address their unemployment problems. A local Community Futures committee, made up of a cross section of community interests, is the driving force of the process, co-ordinating the development and implementation of a long-term strategic plan. Support is provided by other modules of Community Futures: services and loans to small businesses (Business Development Centres), income support, business counselling and training assistance for unemployed people who are establishing their own business (Self-Employment Assistance); initiatives that support proposals for stimulating growth and recovery (Community Initiatives Fund); and by job development and job creation activities of the local project component of Community Development. In addition, other EIC programs and services are available to help implement the plan (e.g., Purchase of Training, see EIC 29).

### EIC 28

Project-Based Training: through this program, the Department provides a combination of classroom and on-the-job training to assist individuals in gaining the skills and training they need to enter and stay in the work force. Training can include various skills: technical, life and interpersonal.

### EIC 29

Purchase of Training: purchased training courses, from both public and private sources, is an important means of helping unemployed individuals learn new job skills, get academic upgrading or language training. Eligible courses include vocational/skills training, occupational orientation, apprenticeship training and language upgrading.

### EIC 30

Job Development: this program helps the long-term unemployed participate effectively in the labour market. Job Development projects provide training and work experience for participants by paying training-related costs, wage subsidies and other specific costs to employers who carry out the projects. Businesses, organizations, public health and educational institutions, municipal governments and aboriginal band councils can act as employers.

### EIC 31

Innovations: the National Labour Market Innovations Program provides financial assistance for pilot and demonstration projects and other short-term activities that test new and cost-effective ways to improve the functioning of the labour market. Proposals are accepted from individuals and groups including businesses, educational bodies, provincial or territorial institutions, labour organizations and certain Crown corporations. Funding and duration are flexible.

### EIC 32

Canadian Rural Transition Program (CRTP): under this program, farmers and eligible members of their families who must stop farming because of financial difficulties can obtain assistance in adjusting to a new way of life. The program offers a variety of forms of support, including grants and assistance for transition, relocation or self-employment, incentives to employers to hire eligible clients and special counselling. It also includes a training option, whereby applicants may be trained for entry into a new occupation. The program is a joint undertaking between Agriculture Canada and Employment and Immigration Canada.

### EIC 33

Casual Labour: EIC defines casual labour as labouring jobs lasting no more than one week. In some cities, casual labour requests from employers are submitted to a special Canada Employment Centre, while in other areas they are posted on job information boards of regular Canada Employment Centres. Workers can go to the appropriate office daily to inquire about the availability of work. Employers must pay casual labourers daily.



**EIC 34**

**Literacy Corps Program:** this is one of several initiatives undertaken by the federal government in the field of literacy. Intended for young adults it provides funding for non-profit organizations to enlist and train volunteers to teach literacy on a one-to-one basis.

**EIC 35**

**Job Accommodation Network (JAN):** JAN is an EIC-supported telephone consulting service whose data bank can help employers successfully accommodate their workers with disabilities. Employers can get information from the data bank, advice from a trained consultant and the name of an employer who has successfully accommodated persons with disabilities.

## **Unemployment Insurance/Regular Benefits (EIC 36 – EIC 45)**

**EIC 36**

**Unemployment Insurance:** EIC provides temporary financial aid to qualified unemployed workers who are seeking jobs. Claimants and employers have the right to appeal to a federally appointed independent body against decisions on claims for unemployment insurance.

**EIC 37**

**Work Sharing Program:** this program enables employers to avoid layoffs during periods of retrenchment by permitting employees to reduce their work week temporarily and draw unemployment insurance benefits for the days not worked. Employees may use their work-sharing days for training. Management and employees must agree to work sharing and must jointly request it.

**EIC 38**

**Income Support:** individuals referred to approved training courses may be eligible for income support, either through unemployment insurance benefits and supplementary allowances or under the basic training allowance.

**EIC 39**

**Job Creation:** this program allows individuals eligible for unemployment insurance benefits to maintain their work skills during periods when they are without work and are continuing to search for employment. Organizations, businesses and individuals may submit proposals. A municipality may also do so if the provincial government raises no objections.

**EIC 40**

**Unemployment Insurance/Supplemental Benefits:** employers, either on their own initiative or through the collective bargaining process, may introduce a Supplemental Unemployment Benefit (SUB) plan for their employees that increases the unemployment insurance benefit paid to workers during periods of unemployment. SUB plans must be approved by EIC so that SUB payments are not considered as earnings for unemployment insurance purposes and are not deducted from unemployment insurance benefits.

**EIC 41**

**Unemployment Insurance/Special Benefits:** parental benefits are available to qualified workers who are off work because of pregnancy or are on parental leave (also available in the case of adoption). Workers who are off work because of illness, injury or quarantine qualify for sickness benefits.

**EIC 42**

**Unemployment Insurance/Premium Reduction:** a reduction of the employer's unemployment insurance premium may be obtained through registration of an Employer's Wage Loss Replacement Plan.

**EIC 43**

**Unemployment Statistics:** statistics on unemployment insurance recipients, such as reasons for claiming benefits (job loss, maternity leave, illness) and duration of UIC claims, are available. Prepared studies and figures broken down by region, province, gender and age group are also available.

**EIC 44**

**Unemployment Insurance/Control Investigation:** investigators review cases of overpayment of UIC benefits. In each case, investigators determine whether the overpayment resulted from an error or an intentional attempt to defraud the government and they assess the amount to be repaid.

**EIC 45**

**Canadian Government Annuity Program:** this program pays out annuities that have come due and administers those that have not yet matured.

## **Immigration (EIC 46 – EIC 60)**

**EIC 46**

**Entry to Canada:** applications are available overseas for temporary employment, student, visitor and immigration visas. Relatives in the family class, assisted relatives, refugees, entrepreneurs, investors, the self-employed and others applying on the basis of their skills may be eligible to enter Canada as immigrants.

**EIC 47**

**Sponsoring a Relative:** anyone living in Canada who is 18 years of age or over and is a Canadian citizen or a permanent resident may sponsor relatives for immigration to Canada under the Family Class Program.

**EIC 48**

**Convention Refugees and Special Designated Class Immigration:** convention refugees include people unable or unwilling to return to their country because they fear persecution for reasons of race, religion, nationality, political opinion and/or membership in a particular social group. These persons must prove they could successfully settle in Canada with the assistance provided by government or voluntary organizations. Special designated classes of people in refugee-like situations include Indo-Chinese, political prisoners and oppressed persons. Private organizations may apply to sponsor refugees or members of a designated class. People may also submit claims for refugee status from

## Employment and Immigration Canada

(continued)

within Canada. A final assessment of that claim is made by the Immigration and Refugee Board (IRB), *see* Table of Contents.

### EIC 49

Admissibility Loans: loans for medical examinations are available to refugees and other persons in designated classes.

### EIC 50

Transportation Loans: loans are available to refugees, members of designated classes and other immigrants for the cost of transportation to their destination in Canada as well as related admission costs.

### EIC 51

Immigrant Settlement and Adaptation Program: in addition to the settlement services offered by the federal and provincial governments, a variety of settlement services are purchased by EIC from voluntary organizations across the country to help immigrants successfully adapt to life in Canada.

### EIC 52

Adjustment Assistance Program: this program provides financial assistance up to a maximum of one year to certain indigent immigrants to Canada who are in need of help until their available income matches their needs.

### EIC 53

Host Program: this program facilitates the settlement of all classes of immigrants, including government-assisted refugees and designated-class persons who would benefit most from the assistance of a host group. Hosts are voluntary individuals and groups who provide emotional support and help immigrants integrate into Canadian society. In return, hosts have an opportunity to learn more about newcomers to Canada.

### EIC 54

Programs for Special-Needs Refugees: EIC provides for the admission and settlement of special-needs refugees and members of a designated class who would not normally qualify for admission to Canada, but who, with some additional settlement assistance, would be capable of achieving self-sufficiency within a reasonable period of time. Programs for refugees with special needs include the Disabled Refugee Program, the Joint Assistance Program and the Women at Risk Program.

### EIC 55

Immigration Inquiries: anyone denied permission to enter or remain in Canada has the right to be heard at an immigration inquiry. It is a violation of the Immigration Act not to be present for an inquiry.

### EIC 56

Removal: visitors or permanent residents whose presence in Canada may endanger public health or welfare or who are otherwise in violation of the Immigration Act may be directed to leave at an immigration inquiry.

### EIC 57

Immigration Detention Centres: persons seeking admission to Canada, or others already in Canada who are in violation of the Immigration Act, may be detained if they are a danger to the public or will not appear for immigration hearings. Detention facilities range from minimum security centres to jails.

### EIC 58

Immigration Statistics: this publication provides statistics on permanent residents under the following headings: country of birth, country of citizenship, country of last permanent residence and destination within Canada, major occupational groups, gender, age groups and marital status.

### EIC 59

Settlement Language Program (SLP): this program provides language training for immigrants who will not immediately enter the labour market but who require a basic vocabulary to function in the community. SLP, which became a permanent program in 1990, gives participants up to 500 hours of language instruction. This includes field trips, hands-on experience with banks and clinics, on-site child-minding services and transportation expenses.

### EIC 60

Free Trade: Canada and the United States have adopted immigration regulations and procedures that make business travel easier for citizens of the two countries. To gain entry to Canada, a person must be an American citizen and must qualify in general (i.e., must meet normal public health, safety and national security requirements). The four categories are business visitors, traders and investors, professionals and intra-company transferees. For further information, contact a Canadian Consulate or a Consulate General in the United States or a Canada Immigration Centre in Canada. For precise legal information, consult chapter 15 of the Free Trade Agreement.





## Elections Canada (ELC)

1595 Telesat Court  
Ottawa, Ontario  
K1A 0M6

Information: Ottawa/Hull (613) 993-2975 or toll-free  
1-800-267-8683.

The Chief Electoral Officer reports directly to Parliament.

### ELC 1

The Chief Electoral Officer of Canada supervises the administrative conduct of federal elections in Canada and ensures that all provisions of the Canada Elections Act and Referendum legislation are complied with and enforced. Major activities include training returning officers and election officials; informing voters; revising polling division boundaries; acquiring election material and supplies; maintaining a registry of political parties; and certifying statutory payments to be made to auditors, political parties and candidates under the election expenses provisions of the Act. In accordance with the Electoral Boundaries Readjustment Act and following each decennial census, the Chief Electoral Officer calculates the number of electoral districts assigned to each province according to rules contained in Section 51 of the Constitution Act. The Chief Electoral Officer also prepares population distribution maps for use by the electoral boundaries commissions that are responsible for readjusting federal electoral district boundaries. Maps indicating federal electoral boundaries are prepared for Elections Canada by the Department of Energy, Mines and Resources. They are distributed by Elections Canada on request.

### ELC 2

National Information Program: during an electoral event, Elections Canada mounts a national information program for the general public and specific groups such as educational institutions, youth, persons with disabilities, ethno-cultural communities, voluntary and non-profit organizations and aboriginal communities.

### ELC 3

Public Education Program: ongoing public education includes informational publications and other materials about various aspects of the electoral system. Some materials are in alternate media formats, and there is free distribution of simulated election kits to be used by teachers with Grade 4 to secondary students (*Canada at the Polls*) and with Kindergarten to Grade 3 students (*My Favourite Playmate*).



## Energy, Mines and Resources Canada (EMR)

Head Office  
580 Booth Street  
Ottawa, Ontario  
K1A 0E4

Information: Ottawa/Hull (613) 995-0947; for other offices see Part II, Addresses; for Energy Supplies Allocation Board see EMR 22 below; for International Boundary Commission see EMR 58 below; for the Petroleum Monitoring Program see EMR 20 below.

Maps: Ottawa/Hull (613) 952-7000.

Minister responsible:  
Minister of Energy, Mines and Resources

The Department's objective is to further the development of Canada's economy in a manner consistent with federal environmental and social objectives by contributing to the timely and efficient development and use of Canada's mineral and energy resources, and advancing knowledge of the Canadian landmass through scientific and science-related activities.

## Energy Resources (EMR 1 – EMR 9)

### EMR 1

Energy Policies and Programs: general inquiries on the Government of Canada's energy policies and programs may be directed to the Communications Branch, Ottawa/Hull (613) 995-0947.

### EMR 2

Energy Supply and Demand Statistics: these statistics are maintained on an automated data base (ENERSTAT) and cover all energy commodities, including international energy statistics, trade and pricing data.

Inquiries: Economic and Financial Analysis Branch, Monitoring and Information Systems Division, Ottawa/Hull (613) 996-3787.

### EMR 3

Energy Supply and Demand Outlook: the future demand and supply for Canada's major energy commodities are important factors in determining Canada's energy balance. Projections of demand and supply, under a variety of scenarios, are developed for analytical and policy purposes. EMR's reference and selected alternative scenarios are published in the form of a working paper. The current version of the paper, entitled *2020 Vision: Canada's Long-term Energy Outlook*, was released in early 1990.

Inquiries: Economic and Financial Analysis Branch, Ottawa/Hull (613) 995-8762.



**Energy, Mines and Resources Canada***(continued)***EMR 4**

National Coal Inventory Program: the Calgary office of the Geological Survey of Canada identifies, evaluates and estimates the quality, quantity and distribution of coal.

Inquiries: Geological Survey of Canada, Calgary (403) 292-7051.

**EMR 5**

Coal Resources and Reserve Appraisal/Research and Development: the Canada Centre for Mineral and Energy Technology investigates the quality and recoverability of coal. It researches and develops technologies related to coal mining and beneficiation, coal carbonization, coal combustion, transportation by slurry pipeline, gasification and liquefaction.

Inquiries: Coal Research Laboratories, CANMET, Mineral and Energy Technology Sector, Edmonton (403) 987-8214; Ottawa/Hull (613) 996-4570, ext. 140.

**EMR 6**

Non-renewable Energy and Mineral Resources/Identification and Estimates: the Geological Survey is responsible for the identification and evaluation of non-renewable energy sources (oil, gas, coal and uranium) and mineral resources, and for the provision of estimates of their quality, quantity and distribution.

Inquiries: Geological Survey of Canada, Ottawa/Hull (613) 995-4558; Calgary (403) 292-7009.

**EMR 7**

Nuclear Policy: information on Canadian uranium, thorium and nuclear potential, as well as advice and guidance on uranium, nuclear energy and radioactive waste management policies and related matters is available from the Electricity Branch, Energy Sector.

Inquiries: Ottawa/Hull (613) 992-3370.

**EMR 8**

Electrical Policy and Power: the Electricity Branch of the Energy Sector maintains electrical statistics and provides information and advice on electrical policy and regulation.

Inquiries: Ottawa/Hull (613) 995-7460.

**EMR 9**

Integrated Energy Technologies: investigations are conducted into the development of new technologies and the identification and analysis of opportunities for system integration. Research is aimed at developing more efficient and cost-effective technologies pertaining to the combined generation of heat and power (cogeneration) and on district heating and cooling systems.

Inquiries: CANMET Energy Research Laboratories, Ottawa/Hull (613) 995-5807.

**Oil and Gas Industry (EMR 10 – EMR 24)****Taxation and Transport (EMR 10 – EMR 11)****EMR 10**

Frontier Royalty: under the Canada Petroleum Resources Act, a two-part, profit-sensitive royalty is applied to new petroleum projects in lands under federal jurisdiction. A final version of the royalty regulations is expected to be promulgated jointly by the ministers of Energy, Mines and Resources and Indian Affairs and Northern Development shortly.

Inquiries: Economic and Financial Analysis Branch, Ottawa/Hull (613) 995-8762.

**EMR 11**

Petroleum Fiscal Systems: information on the fiscal regime, including royalties, taxes and incentives that apply to petroleum and other energy products, is available from the Economic and Financial Analysis Branch. An update to the Branch's publication *Petroleum Fiscal Systems in Canada* was released in 1991.

Inquiries: Ottawa/Hull (613) 995-5601.

**Pricing (EMR 12 – EMR 15)****EMR 12**

International Oil Markets: information on international oil market developments, including supply, demand, transportation and crude and oil-product pricing is available from the Oil and Gas Branch, Energy Sector. The Branch also provides information about OPEC policies and OECD countries' oil policies.

Inquiries: Ottawa/Hull (613) 992-9780.

**EMR 13**

Domestic Natural Gas: information on domestic markets and prices for natural gas, including information on related pipeline matters, direct sales, competitive marketing programs and transportation services offered by distributors is available from the Oil and Gas Branch, Energy Sector.

Inquiries: Ottawa/Hull (613) 992-8376.

**EMR 14**

Natural Gas Liquids: information on domestic and export supply, markets, transportation and pricing of natural gas liquids (ethane, butane and propane) is available from the Oil and Gas Branch, Energy Sector.

Inquiries: Ottawa/Hull (613) 992-7462.

**EMR 15**

Natural Gas Export: information on Canadian natural gas export volumes, prices and related pipeline matters; Canadian gas export performance in terms of supply, demand, transportation and prices; international natural gas markets; and specific Canadian export projects is available from the Oil and Gas Branch, Energy Sector.

Inquiries: Ottawa/Hull (613) 995-9612.





## **Oil and Gas/Research and Development (EMR 16 – EMR 19)**

### **EMR 16**

Oil Resources: investigations of oil resources are made through characterization of chemical and physical properties of unprocessed bitumens and heavy oils, and of conversion products from bitumens, heavy oils and coal.

Inquiries: Energy Research Laboratories, CANMET, Mineral and Energy Technology Sector, Ottawa/Hull (613) 995-5807.

### **EMR 17**

Oil Technology: research is conducted on oil sands recovery and processing methods, on refining processes for bitumen and heavy oils and on the combustibility of emulsions generated from bitumens and heavy oils.

Inquiries: Energy Research Laboratories, CANMET, Mineral and Energy Technology Sector, Ottawa/Hull (613) 995-5807.

### **EMR 18**

Petroleum Refinery Technology: information is provided on the Canadian refining system, refining technology and the abilities of Canadian refiners to meet present and projected demands for petroleum products.

Inquiries: Oil and Gas Branch, Energy Sector, Ottawa/Hull (613) 992-7462.

### **EMR 19**

Residue Conversion and Utilization: the Energy Research Laboratories research and develop technologies which will allow industrial and municipal wastes and residues to be used or converted to higher value products. Processes in development include the conversion of municipal wastes and of hydrocarbon wastes such as tires, oils and plastics, into upgraded products including asphalt. Research also investigates the combustion and emission characteristics of such wastes as well as waste from the pulp and paper and automotive industries.

Inquiries: Ottawa/Hull (613) 995-5807.

## **Petroleum Monitoring and Incentives (EMR 20)**

### **EMR 20**

Petroleum Monitoring Program (PMP): this fact-finding organization provides public and private users with information about the status and performance of the oil and gas industry in Canada. It reports semi-annually on production, revenue and profits, flow of funds, capital expenditures, ownership and control, and other results and measures of industry performance.

Inquiries: Ottawa/Hull (613) 992-6780.

## **Emergency Supplies (EMR 21 – EMR 22)**

### **EMR 21**

Energy Emergency Planning: information on energy emergency planning, including the Energy Supplies Allocation Board, the National Emergency Agency for Energy and related emergency planning matters pertaining to oil, natural gas and electricity, is available from the Oil and Gas Branch, Energy Sector.

Inquiries: Ottawa/Hull (613) 992-8779.

### **EMR 22**

Energy Supplies Allocation Board: established by the Energy Supplies Emergency Act, the Board is responsible, in a national emergency, for allocating crude oil to refiners and refined petroleum products to wholesale customers and for administering a rationing program. When there is no emergency, the Board monitors trends in petroleum supply and demand. If necessary, it may recommend a mandatory allocation program, as provided by the Act.

Inquiries: Energy Supplies Allocation Board (ESAB), Ottawa/Hull (613) 992-8779.

## **Offshore Petroleum Boards (EMR 23 – EMR 24)**

### **EMR 23**

Canada – Newfoundland Offshore Petroleum Board (CNSOPB): the Atlantic Accord, signed in 1985, and subsequent federal and provincial Accord implementation legislation gave this organization the authority to administer oil and gas activities in offshore Newfoundland and Labrador.

### **EMR 24**

Canada – Nova Scotia Offshore Petroleum Board (CNSOPB): the Board administers oil and gas activities in offshore Nova Scotia. This is done under the provisions of the Canada – Nova Scotia Offshore Petroleum Resources Accord and Accord implementation legislation passed by the governments of Canada and Nova Scotia.

## **Energy Conservation (EMR 25 – EMR 42)**

### **Home Energy (EMR 25 – EMR 27)**

#### **EMR 25**

Buildings and Residences/Super Energy Efficient Home (SEEH) Program: this program provides a total of \$50 million to encourage the construction of up to 20 000 super energy-efficient, R-2000 homes across the country. Funding available under the program is used to provide assistance for the design, evaluation and identification of houses constructed to the R-2000 standard; to train builders and tradespeople in the appropriate techniques involved in R-2000 construction; and to increase the public's awareness of the benefits of owning a super energy-efficient, R-2000 home. EMR developed this program in co-operation with various industry groups, particularly the Canadian Home Builders' Association (CHBA), which is the primary delivery agent for the program.

Inquiries: Efficiency and Alternative Energy Branch, Energy Sector, Ottawa/Hull (613) 996-7512.

## Energy, Mines and Resources Canada

(continued)

### EMR 26

**Building Energy Technology Advancement (BETA)**

Program: the program supports technology development and transfer initiatives to increase energy efficiency in the residential and commercial sectors.

Technical interests include innovative systems for waste heat recovery, passive solar technology, building envelopes, high-performance windows, mechanical systems, ventilation and air quality, and day-lighting systems.

Inquiries: Efficiency and Alternative Energy Technology Branch, Mineral and Energy Technology Sector, Ottawa/Hull (613) 996-8151.

### EMR 27

**Advanced Houses Program:** the program provides cost-shared support to the building industry for the construction of "advanced houses" that consume half the energy of R-2000 homes and incorporate a range of environmental technologies.

Inquiries: Efficiency and Alternative Energy Technology Branch, Minerals and Energy Technology Sector, Ottawa/Hull (613) 996-8151.

## Energy Conservation in Industry, Commerce, Agriculture (EMR 28 – EMR 32)

### EMR 28

**Industry Energy Research and Development Program (IERD):** this program promotes the development of new and improved processes, systems, products and equipment that will increase the efficiency of energy use throughout industry, and encourages the widest possible use of the technology developed under the program. The IERD Program can contribute up to 50 percent of the eligible costs of approved projects undertaken by companies, trade and research organizations, and consulting firms established in Canada.

Inquiries: Efficiency and Alternative Energy Technology Branch, CANMET, Mineral and Energy Technology Sector, Ottawa/Hull (613) 996-2480.

### EMR 29

**Canadian Industry Program for Energy Conservation (CIPEC):** under this program, industry works in co-operation with the federal government to meet national energy conservation objectives. All major industrial sectors are represented through 14 task forces covering chemicals, electrical and electronic equipment, ferrous metals, food and beverage, general manufacturing, industrial minerals, machinery, mining and metallurgy, petroleum refining, plastics, pulp and paper, textiles, transportation (manufacturing) and wood products (western and eastern). These task forces rely on trade associations and their established communication networks for the conduct of CIPEC activities. They promote energy conservation in industry, report on conservation efforts and maintain a dialogue with the federal and provincial governments. Individual task forces are engaged in information exchange programs, recruitment, publications, technical meetings

and seminars.

Inquiries: Efficiency and Alternative Energy Branch, Energy Sector, Ottawa/Hull (613) 995-6769.

### EMR 30

**Commercial, Institutional, Agricultural Energy Management Task Force:** this program promotes energy conservation and the efficient use of energy resources in these sectors. There are six national task forces and 10 regional task forces currently operating under the program. Their main functions are to exchange and disseminate energy conservation information and accomplishments; to assist in overcoming constraints to energy efficiency, whether technical, procedural or financial; to establish targets for improvement in energy use and to develop a system for annual reporting of progress; and to serve as a communications link on energy matters between government, the commercial and agricultural sectors, institutions, the media and the public.

Inquiries: Efficiency and Alternative Energy Branch, Energy Sector, Ottawa/Hull (613) 995-6769.

### EMR 31

**Class 34 – Accelerated Capital Cost Allowance:** this incentive is an accelerated capital-cost allowance designed to encourage business and industry to reduce energy waste, decrease their dependence on oil and switch to renewable energy resources.

Inquiries: Efficiency and Alternative Energy Technology Branch, CANMET, Mineral and Energy Technology Sector, Ottawa/Hull (613) 996-6004.

### EMR 32

**Pro-fisher Program:** this pilot program provides information on energy efficiency to fishermen, boat designers, builders and others in the marine industry.

Inquiries: Transportation Energy Division, Ottawa/Hull (613) 995-8961.

## Alternative Energy/Research, Development and Demonstration (EMR 33 – EMR 37)

### EMR 33

**Efficiency and Alternative Energy Technology:** to encourage the development of cost-effective and environmentally sound technologies, this program provides general and technical information on energy efficiency (industrial processes, buildings and heat recovery ventilators or HRVs, etc.), alternative transportation fuels (such as natural gas, methanol, ethanol, hydrogen and propane) and renewable energy (biomass, solar and wind power and small hydro). Other activities include financial support for selected research and development projects and the transfer of project results to the public, commercial, industrial and institutional sectors. A key element in this strategy is co-operation with the private sector as well as with provincial and territorial governments.

Inquiries: Efficiency and Alternative Energy Technology Branch, CANMET Mineral and Energy Technology Sector, Ottawa/Hull (613) 996-6220.



**EMR 34**

The New Energy Supply Technologies Program: this program supports research and development in renewable energy technologies (active solar, small and low head hydro and wind energy) which are capable of providing a growing contribution to Canada's energy supply. Research and development are carried out through cost-sharing agreements. Proposals are accepted in response to periodic requests issued by Supply and Services Canada. To be eligible, proposed projects should respond to the program's scientific needs and demonstrate potential results.

Inquiries: Efficiency and Alternative Energy Technology Branch, CANMET Mineral and Energy Technology Sector, Ottawa/Hull (613) 996-6087.

**EMR 35**

Bioenergy Development Program: this program promotes the research and development of bioenergy conversion technologies, including combustion, materials handling and densification, thermochemical conversion (gasification and liquefaction) and biochemical conversion (alcohol production and anaerobic digestion of biomass, garbage and peat). Research and development are conducted almost entirely through contracting out to Canadian industry and other organizations including municipalities. Biomass research projects are selected from proposals received primarily in response to an annual request for proposals. Private-sector cost sharing is encouraged. Research results are transferred to industry through information dissemination and the licensing of intellectual property.

Inquiries: Efficiency and Alternative Energy Technology Branch, CANMET Mineral and Energy Technology Sector, Ottawa/Hull (613) 996-6195.

**EMR 36**

Alternative Energy Development and Energy Efficiency Agreement for Prince Edward Island: as part of the Economic and Regional Development Agreement for Prince Edward Island, this federal-provincial initiative encourages the use of biomass as an energy source in commercial, industrial and institutional applications. It also encourages the introduction of energy-efficient technologies and practices. The Agreement is administered by EMR in conjunction with the Atlantic Canada Opportunities Agency (ACOA) and the provincial government.

Inquiries: Ottawa/Hull (613) 996-6776; Charlottetown (provincial government) (902) 368-5210.

**EMR 37**

Energy Conservation Technology/Research and Development: research and development are conducted on technologies which will allow optimization of operational conditions in the residential and commercial domains. Work is being done to develop combined space and hot water systems for oil and gas in low-energy housing; to research methods which will allow the clean burning of lower-grade blends of middle-distillate heating oil; to provide detailed input and guidance into the development of advanced wood stoves; and to develop expert systems for energy optimization in industrial systems.

Inquiries: Energy Research Laboratories, CANMET, Mineral and Energy Technology Sector, Ottawa/Hull (613) 995-5807.

**Transportation/Alternative Fuels (EMR 38 – EMR 42)****EMR 38**

Transportation Energy Technology Program: this program promotes and conducts research, development and the demonstration of technology that will lead to increased efficiency and diversification in the use of energy for transportation. Research focuses on alternative transportation fuels (methanol, ethanol, natural gas, propane and hydrogen) and on increasing efficiency in vehicles and engines. Research and development through cost-sharing agreements with industry are encouraged. Proposals are requested periodically. To be eligible, proposed projects should respond to the program's scientific needs.

Inquiries: Efficiency and Alternative Energy Technology Branch, CANMET Mineral and Energy Technology Sector, Ottawa/Hull (613) 996-6022.

**EMR 39**

Motor Vehicle Fuel Consumption Program: a voluntary program of standards has been operating since 1977. Future standards and related public information programs are now under consideration. The program also provides information on vehicle fuel efficiency to interested consumers.

Inquiries: Transportation Energy Division, Energy Sector, Ottawa/Hull (613) 996-6001.

**EMR 40**

Natural Gas Vehicle Program: federal contributions of up to \$500 are offered to individuals and fleet operators for each vehicle converted to or purchased new with a natural gas system. The program includes an additional \$1000 contribution for individuals or fleet operators who install a natural gas vehicle "home refueling appliance compressor."

Inquiries: Transportation Energy Division, Energy Sector, Ottawa/Hull (613) 995-5415.

**EMR 41**

Natural Gas Fueling Station Program: federal contributions of up to \$50 000 are provided to individuals or companies who install public or commercial fueling facilities for natural gas vehicles (NGV).

Inquiries: Transportation Energy Division, Energy Sector, Ottawa/Hull (613) 995-5415.

**EMR 42**

Pro-trucker Program: energy efficiency information is available to companies and drivers involved with the trucking industry in British Columbia, Saskatchewan, Manitoba, Quebec and the Atlantic provinces through a co-operative arrangement between the federal and provincial governments and industry.

Inquiries: Transportation Energy Division, Energy Sector, Ottawa/Hull (613) 995-8961.



## Energy, Mines and Resources Canada (continued)

### Earth Sciences (EMR 43 – EMR 76)

#### Maps/Charts/Aerial Photographs (EMR 43 – EMR 55)

##### EMR 43

*Atlas/Canada Gazetteer Atlas*: this atlas contains maps and an index of the populated places of Canada as well as maps of major cultural and physical features.

Inquiries: National Atlas Information Service, Canada Centre for Mapping of the Surveys, Mapping and Remote Sensing Sector, Ottawa/Hull (613) 992-4252.

##### EMR 44

*Atlas/National Atlas of Canada*: maps on the historical, human, economic and physical geography of Canada are produced by the Canada Centre for Mapping of the Surveys, Mapping and Remote Sensing Sector. They are available from the Canada Map Office.

Inquiries: Ottawa/Hull (613) 992-4252; Canada Map Office (613) 952-7000.

##### EMR 45

*Geographical Maps and Data*: information concerning the geography of Canada and its regions, in map and data form, is provided by *The National Atlas of Canada*, the *Canada Gazetteer Atlas*, the International Map of the World series, and general purpose geographical maps and data bases. The National Atlas Information Service (NAIS) of the Canada Centre for Mapping of the Surveys, Mapping and Remote Sensing Sector, provides services and expertise in areas of research and map production, covering a wide variety of geophysical, historical and socio-economic themes. Inquiries: Ottawa/Hull (613) 992-4252.

##### EMR 46

*Marketing Office*: the office markets the services and products available from the Surveys, Mapping and Remote Sensing Sector. It works to increase the availability of products through improving the dealer network and providing better service to both dealers and map users. Topographic and geographic maps, aeronautical charts, air navigation information, aerial photography and survey records are available both in conventional and digital format.

Inquiries: Products and Services Division, Ottawa/Hull (613) 947-0988.

##### EMR 47

*Constituency and Election Result Maps*: these maps, indicating federal boundaries for each province and territory, are published following a major census or federal election. They are prepared by the National Atlas Information Service for the Chief Electoral Office. Inquiries and map orders: Elections Canada toll-free 1-800-267-8683.

##### EMR 48

*Digital Maps/Reproduction and Distribution*: reproduction material and digital files for topographical and geographical maps may be purchased.

Inquiries: Products and Services Division, Surveys, Mapping and Remote Sensing Sector, Ottawa/Hull (613) 995-0314.

##### EMR 49

*Conventional Maps/Reproduction, Distribution and Authorization to Use*: reproduction material for topographical and geographical maps may be purchased. Authorization to reproduce topographical and geographical maps is given by the Copyright Co-ordinator, Products and Services Division, Surveys, Mapping and Remote Sensing Sector. Inquiries: Ottawa/Hull (613) 995-4646.

##### EMR 50

*Maps/Mail Orders*: written orders and inquiries concerning topographical, geographical and general-purpose maps of Canada, as well as aeronautical charts and publications may be addressed to the Canada Map Office, 615 Booth Street, Ottawa, Ontario K1A 0E9. Prepayment is required unless an active account has been established. The Office accepts Mastercard and Visa.

Inquiries: Ottawa/Hull (613) 952-7000; Fax (613) 957-8861.

##### EMR 51

*Maps/Over-the-Counter Sales*: EMR topographical and geographical maps, aeronautical charts and publications are sold on a cash-and-carry basis by Canada Map Office agents in large urban centres and various provincial and government offices in each provincial capital and various federal government offices across Canada.

Inquiries: Ottawa/Hull (613) 952-7000; Whitehorse (403) 668-5151; Yellowknife (403) 920-8299; Vancouver (604) 666-6840; Amherst (902) 667-7231; any regional Surveys, Mapping and Remote Sensing Office see Part II, Addresses.

##### EMR 52

*Geological Maps and Reports/Sales*: geological maps and reports are available.

Inquiries: Ottawa/Hull (613) 995-4342.

##### EMR 53

*Aeronautical Charts and Publications*: these are available by mail order from the Canada Map Office and from authorized aeronautical chart dealers across Canada.

Inquiries: Ottawa/Hull (613) 952-7000; Fax (613) 957-8861.

##### EMR 54

*Aerial Photography*: the National Air Photo Library provides a reference library and serves as a sales centre to process orders for aerial photographs, colour microfiche flight indexes, Landsat 35-mm colour slide collections, Landsat monochrome and colour mosaics, 16-mm microfilm cartridges of monochrome photo imagery and air photo coverage catalogues. Map Reproduction Services processes and reproduces colour imagery and administers the contracting for monochrome imagery.

Inquiries: Surveys, Mapping and Remote Sensing Sector, Ottawa/Hull (613) 995-4560.



**EMR 55**

Digital Systems and Product Development: this Section is involved in the development and implementation of a digital publishing system in the Surveys, Mapping and Remote Sensing Sector. It develops photographic and printing standards and creates new products, provides consulting services and demonstrates different applications of digital publishing techniques. Labs for colorimetry, material testing and electronics are also maintained. Its objective is to ensure that the Surveys, Mapping and Remote Sensing Sector provides and maintains national leadership in product development and digital publishing technology.

Inquiries: Surveys, Mapping and Remote Sensing Sector, Ottawa/Hull (613) 995-4288.

**Surveys and Mapping (EMR 56 – EMR 67)****EMR 56**

Geographic Information Systems Division: this Division provides national leadership in the area of Geographic Information Systems (GIS) developments and applications, and promotes the use of data and products of the Surveys, Mapping and Remote Sensing Sector. The Division carries out these responsibilities through a series of activities including GIS technology development and applications, co-ordination of GIS-related activities, technology transfer and promotion.

Inquiries: Ottawa/Hull (613) 996-2812.

**EMR 57**

Boundaries, Provincial and Territorial Surveys: the Legal Surveys Division provides the federal representation for provincial and territorial boundaries set by federal-provincial boundary commissions.

Inquiries: Legal Surveys Division, Canada Centre for Surveying, Surveys, Mapping and Remote Sensing Sector, Ottawa/Hull (613) 995-4570.

**EMR 58**

Boundary, Canada – United States Surveys: the International Boundary Commission, in conjunction with External Affairs Canada and in co-operation with the United States, is responsible for the maintenance, demarcation surveying and mapping of the Canada – United States land and water boundary and for enforcing the regulations controlling construction adjacent to the boundary.

Inquiries: International Boundary Commission, Canada Centre for Surveying of the Surveys, Mapping and Remote Sensing Sector, Ottawa/Hull (613) 995-4960.

**EMR 59**

Geodetic Surveys: the Geodetic Survey develops and maintains the national spatial reference systems. It provides national surveying standards and specifications, geodetic control survey data, advisory services on geodesy, field survey methods and instrumentation, computations, adjustments and technological research including satellite positioning techniques and methods. Its national networks of control survey markers and continuously operating GPS satellite tracking stations provide precise geographic positions used for mapping, remote sensing, land information management systems and natural resource development.

Inquiries: Geodetic Survey, Canada Centre for Surveying of the Surveys, Mapping and Remote Sensing Sector, Ottawa/Hull (613) 995-4421.

**EMR 60**

Topographic Mapping and Data: the Canada Centre for Mapping is responsible for topographic mapping at scales of 1:50 000 and 1:250 000. These maps portray the Canadian landmass in detail, showing relief elevations and features such as lakes, rivers, roads, buildings and boundaries. The Centre also offers advice and expertise on the co-ordination of topographic information projects as a service to other departments. The Canada Centre for Geomatics, situated in Sherbrooke, Quebec, is responsible for the establishment and maintenance of the National Topographic Data Base (NTDB) which provides basic topographic information (road and railway network, community areas, buildings, utilities and other man-made features, forest cover, hydrography system and relief in digital form. This data base supports the production and maintenance of the map series and Geographic Information System applications. The Centre offers advice and expertise on the co-ordination of digital topographic information projects and forms part of the Canada Centre for Mapping of the Surveys, Mapping and Remote Sensing Sector.

Inquiries: Ottawa/Hull (613) 995-4945; Sherbrooke (819) 564-5600 or Fax (819) 564-5698.

**EMR 61**

Inter-agency Committee on Geomatics (IACG): IACG has been established to encourage co-ordination of federal geomatics activities in order to provide national leadership and to avoid unnecessary duplication. The Committee promotes the shared development and exchange of geomatics data and standards, and the documentation and dissemination of information about geomatics activities by agencies. IACG also encourages co-operation in data collection, development and the dissemination of data sets.

Inquiries: Geographic Information Systems Division, Ottawa/Hull (613) 996-2810.

**EMR 62**

Federal Land Subdivision System: the Legal Surveys Division is responsible for the procedures used to subdivide and designate Canada Lands for right-granting purposes.

Inquiries: Legal Surveys Division, Canada Centre for Surveying of the Surveys, Mapping and Remote Sensing Sector, Ottawa/Hull (613) 995-4570 or any regional office see Part II, Addresses.

**EMR 63**

Federal Land Surveys: the Legal Surveys Division carries out surveys of Indian reserves, national parks and territorial and offshore lands to establish rights for oil, gas, minerals, fee-simple ownership and leases as well as surface rights and rights-of-way.

Inquiries: Legal Surveys Division, Canada Centre for Surveying of the Surveys, Mapping and Remote Sensing Sector, Ottawa/Hull (613) 995-4570 or any regional office see Part II, Addresses.



## Energy, Mines and Resources Canada

(continued)

### EMR 64

Federal Land Survey Records: the Surveyor General of Canada has custody of survey records and documents of Indian reserves, national parks and territorial and offshore lands. Copies of these records are available to the public.

Inquiries: Legal Surveys Division, Canada Centre for Surveying of the Surveys, Mapping and Remote Sensing Sector, Ottawa/Hull (613) 995-4570 or any regional office see Part II, Addresses.

### EMR 65

Geological Surveys and Research: the Geological Survey of Canada provides data on the nature and magnitude of past and present processes that affect the evolution of the landscape and sea floor; information on the formation of igneous, sedimentary and metamorphic rocks and mineral deposits through field and laboratory studies; data for maps and reports describing Canada's bedrock features; data on Canada's onshore and offshore surficial deposits for land use planning, construction engineering, environmental management and regional development; data, technology and expertise needed for the safe and effective use of terrain and seabed; and research on soil stability, permafrost, transportation corridors, waste disposal, pipelines, landslides and coastal and marine geological hazards.

Inquiries: Geological Survey of Canada Sector, Ottawa/Hull (613) 996-3919; Vancouver (604) 666-0529; Sidney (BC) (604) 356-6500; Calgary (403) 292-7049; Quebec (418) 654-2603; Halifax and Dartmouth (902) 426-3448.

### EMR 66

Continental Shelf Surveys: offshore geological and geophysical surveys are carried out to prepare maps and reports on Canada's continental shelves and slopes.

Inquiries: Geological Survey of Canada Sector, Ottawa/Hull (613) 996-3919; Sidney (BC) (604) 356-6500; Halifax and Dartmouth (902) 426-3448.

### EMR 67

Geophysical and Geochemical Surveys: geophysical and geochemical surveys are carried out to prepare maps useful for mineral exploration.

Inquiries: Geological Survey of Canada Sector, Ottawa/Hull (613) 995-5484 and 992-2378.

## Rocks and Minerals (EMR 68 – EMR 70)

### EMR 68

Fossil, Mineral and Rock Identification: the Geological Survey identifies rock, mineral and fossil samples submitted by the public.

Inquiries: Geological Survey of Canada Sector, Ottawa/Hull (613) 995-4982 (minerals and rocks), (613) 995-2329 (fossils); Calgary (403) 292-7000.

### EMR 69

Geological Dating of Rocks: the Geological Survey is responsible for the dating of consolidated and surficial materials as an aid to correlation of strata.

Inquiries: Geological Survey of Canada Sector, Ottawa/Hull (613) 995-8785 and 995-4241.

### EMR 70

Rock and Mineral Sets: representative collections of Canadian rocks and minerals are for sale to the general public. Geological Survey of Canada Sector.

Inquiries: Ottawa/Hull (613) 995-4342.

## Research and Information (EMR 71 – EMR 76)

### EMR 71

Geophysical Research and Information: the Geological Survey of Canada operates seismological, geomagnetic and geodynamic observatories; produces geomagnetic charts, regional gravity maps and geomagnetic forecasts; and studies earthquakes, seismic risk, geothermal energy, magnetic storms, compass variation, earth structure and dynamics, the physical properties of rocks, the interior of the earth, and both onshore and offshore natural and induced geophysical hazards. Accounts of personal experiences of earthquakes may be sent to Earthquake Reports, Geophysics Division, Geological Survey of Canada, 1 Observatory Crescent, Ottawa, Ontario K1A 0Y3, or Pacific Geoscience Centre, P O Box 6000, Sidney, British Columbia, V8L 4B2.

Inquiries: Ottawa/Hull (613) 995-5484, (613) 992-1299 (geomagnetic forecasts); Sidney (604) 363-6500.

### EMR 72

Arctic Research Support: the Polar Continental Shelf Project co-ordinates and provides logistical support (aircraft, accommodation, radio network) and advice for government, university and other scientific parties; liaises with Inuit councils on scientific activity in their areas; and operates the Canadian Ice Island Research Station.

Inquiries: Polar Continental Shelf Project, Geological Survey of Canada Sector, Ottawa/Hull (613) 990-6990.

### EMR 73

Geosciences/Exploration and Development Information: the National GEOSCAN Centre co-ordinates the identification and indexing of publicly available Canadian geoscience documents for input into the GEOSCAN bibliographic data base. The 120 000 records in GEOSCAN represent the co-operative efforts of 14 federal and provincial geoscience agencies. Public documents of the Geological Survey of Canada are included.

Inquiries: National GEOSCAN Centre, Geological Survey of Canada Sector, Ottawa/Hull (613) 992-9550.

### EMR 74

Geographical Names: information on geographical names, the Canadian Geographical Names Data Base (CGNDB) and the *Gazetteer of Canada* series is available from the Secretariat, Canadian Permanent Committee on Geographical Names and from the CGNDB Manager National Atlas Information Service, Canada Centre for Mapping of the Surveys, Mapping and Remote Sensing Sector.



Inquiries: Ottawa/Hull (613) 992-3892 (geographical names and gazetteers); (613) 996-8388 or (613) 996-2914 (CGNDB digital data).

#### EMR 75

*Gazetteer of Canada*: the *Gazetteer of Canada* is a series of 11 volumes (one for each province and territory except Quebec, which produces its own) which contain approved Canadian geographical names, the National Topographic System map sheet number on which the names were approved, and the latitude and longitude of the location where the names apply. Inquiries: Geographical Names, National Atlas Information Service, Canada Centre for Mapping of the Surveys, Mapping and Remote Sensing Sector, Ottawa/Hull (613) 992-3892.

#### EMR 76

Library Services: six libraries provide bibliographic and computer-based information services to EMR personnel, other federal departments, academic and research institutions, and the general public. The collections include 8000 journals, half a million bound volumes, as well as scientific reports, maps, pictures and other information formats. Inquiries: Ottawa/Hull (613) 995-4132 (CANMET), (613) 996-3919 (Geological Survey), (613) 995-5558 (Geophysics Collection), (613) 996-8282 (Mineral and Energy Sectors), (613) 995-4071 (Surveys, Mapping and Remote Sensing).

### Research and Technology (EMR 77 – EMR 85)

#### EMR 77

Remote Sensing: the Canada Centre for Remote Sensing (CCRS) is the nucleus of a national program involving federal and provincial governments, industry and universities. It is responsible for research and development relating to the acquisition, analysis and application of remote sensing data from aircraft and satellites. Its purpose is to assist in the development of effective information and management systems for Canada's land and ocean resources and environment. The first Canadian remote-sensing satellite, RADARSAT, will be launched in 1995. CCRS is responsible for the ground system and for a new program to develop applications for radar data. Inquiries: Canada Centre for Remote Sensing of the Surveys, Mapping and Remote Sensing Sector, Ottawa/Hull (613) 947-1216 (Industrial Co-operation and Communications), (613) 998-3101 (Airborne Operations Section).

#### EMR 78

Remote Sensing Research, Technology and Applications Information: the Sector collects and indexes international remote sensing literature for input into the Remote Sensing On-line Retrieval System (RESORS). The more than 85 000 records in the RESORS data base are publicly accessible from any computer terminal via the Canadian DATAPAC network. Inquiries: Canada Centre for Remote Sensing of the Surveys, Mapping and Remote Sensing Sector, Ottawa/Hull (613) 947-8833.

#### EMR 79

Research Agreements Program: research grants are awarded to universities, museums and established Canadian research organizations for proposals in engineering and the natural, physical and social sciences. Preference is given to proposals that support departmental research priorities. Inquiries: Ottawa/Hull (613) 995-4182.

#### EMR 80

Research and Development/Energy: the Office of Energy Research and Development is responsible for the organization, policy, strategy and management of the interdepartmental Program on Energy Research and Development (PERD), covering research and development in energy efficiency, coal, fusion, renewable energy, alternative transportation fuels, tar sands and heavy oils, frontier oil and gas, and electricity on behalf of the interdepartmental Panel on Energy Research and Development. Resources for research and development projects are allotted to participating federal departments and agencies on the recommendation of the Panel. Research and development are done through contracts and contributions to Canadian private-sector research and development performers in government laboratories in co-operation with the private sector and through international collaboration. Some resources for energy research and development for CANMET and the Geological Survey come from PERD. Inquiries: Office of Energy Research and Development, Mineral and Energy Technology Sector, Ottawa/Hull (613) 995-0478.

#### EMR 81

Research and Development Services/Minerals and Energy: the Canada Centre for Mineral and Energy Technology (CANMET) is the main research and technology development arm of EMR. Through its six laboratory groups, CANMET works to find safer, cleaner and more efficient methods to develop and use Canada's mineral and energy resources. In partnership with its clients, CANMET performs and sponsors predominantly commercial and cost-shared research and development, and technology transfer. Its mandate is to enhance the competitiveness of the Canadian minerals, metals and energy industries; to improve and develop energy efficiency and alternative energy technologies; to improve health, safety and environmental control in the client industries; and to support government policy initiatives. CANMET serves the minerals, metals and energy industries across Canada through its research facilities in Nova Scotia, Quebec, Alberta, the National Capital Region and Northern Ontario. Inquiries: Corporate Planning and Communications Division, CANMET, Mineral and Energy Technology Sector, Ottawa/Hull (613) 995-4267, or see Part II, Addresses.



## Energy, Mines and Resources Canada

(continued)

### EMR 82

Energy Technology: CANMET researchers develop and promote new technologies to improve domestic energy production and utilization in an environmentally sustainable way. Part of this effort includes participating in international technical information-sharing arrangements to benefit the Canadian energy industry and Canadians as energy consumers. Three computerized data bases are made available to Canadians as a result of this co-operation: IEA COAL (coal science and technology); IEA COALPRO (current research projects on coal); and IEA ETDE (energy sciences and technology).

Inquiries: Library and Documentation Services Division, CANMET, Mineral and Energy Technology Sector, Ottawa/Hull (613) 995-4059.

### EMR 83

Metals Technology: the Metals Technology Laboratories (MTL) develop and apply new technologies to improve the production, processing, fabrication, use and inspection, and in-service behaviour of metals and alloys to enhance the competitiveness of Canadian industry. Major areas of activity include development of technologies related to advanced casting and process control in foundries, steel production, fatigue, fracture and integrity of engineering structures, corrosion and inspection of pipelines, advanced metallic materials and microstructural characterization. MTL also administers a program for the certification, to Canadian General Standards Board requirements, of personnel involved in non-destructive testing of materials and structures.

Inquiries: Metals Technology Laboratories, CANMET, Ottawa/Hull (613) 995-8006.

### EMR 84

Coal Technology: research is conducted in coal combustion (pulverized coal combustion, circulating fluidized-bed combustion, coal-liquid mixture firing and micronized coal firing – current programs are strongly oriented to the suppression of nitrous oxide and sulphurous oxide emissions and the reduction of carbon dioxide production through enhanced efficiency); metallurgical fuels (characterization of coals for coke making and pulverized coal injection into the blast furnace, as well as the use of co-carbonizing binders for marginal coking coals); and gasification (entrained bed gasification pilot plant and hot gas clean-up).

Inquiries: Energy Research Laboratories, CANMET, Ottawa/Hull (613) 995-5807.

### EMR 85

Energy Diversification Research Laboratory (EDRL): this new laboratory will conduct and support research and development on new and environmentally sound technologies related to heat upgrading, energy storage and distribution, production of fuels and other hydrocarbon compounds from natural gas, and renewable energy and hybrid systems. Research is aimed at helping industry develop and adopt energy efficient and alternative energy technologies. Most of the research and development will be carried out in-house with some cost-shared projects contracted out

to industry. Periodic requests for proposals will be issued to prospective proponents.

Inquiries: Energy Efficiency and Alternative Energy Technology Branch, CANMET, Mineral and Energy Technology Sector, Varennes (514) 652-4376; Ottawa/Hull (613) 996-6126.

## Minerals and Explosives (EMR 86 – EMR 97)

### EMR 86

Minerals/Commodity-Specific Information, Consultative Service: information on mineral and metal commodities, including coal, based on domestic and foreign sources (producers, suppliers, markets and prices) is provided. Non-confidential files may be viewed on the premises. Inquiries: Mineral and Metal Commodities Branch, Mineral Policy Sector, Ottawa/Hull (613) 992-4483.

### EMR 87

Mineral Inventory/Consultative Service: the National Mineral Inventory (NMI) maintains records of known mineral deposits and occurrences (excluding petroleum and natural gas) throughout Canada. Some 28 000 records have been completed to date. Some records contain narrative-form summaries of the history of exploration, development and production and a geological description of the deposit; others contain only details on location, map references and commodity types. Records are available to the public on a fixed fee-per-unit basis and on a cost-recovery basis for computerized indexes to the NMI (MINSYS) available on PC disk format in DOS.

Inquiries: Economic and Financial Policy Analysis Branch, Mineral Policy Sector, Ottawa/Hull (613) 995-7394.

### EMR 88

Mineral Outlook Conference: this annual event provides an open forum to consider issues facing the mineral industry, to increase public awareness and understanding of these issues and their impact on, and significance for, Canada and its mineral industry.

Inquiries: Mineral Policy Sector, Ottawa/Hull (613) 996-7788.

### EMR 89

Mineral Statistics: a consultative service is offered on mineral statistical problems and on data collection, availability and interpretation. Statistics are gathered through a variety of surveys which are compiled and published. Information is available on mineral exploration expenditures, value of production, inventories, shipments, production of refined minerals and metals, mineral and metal prices, operating costs, trade by country, consumption by end use, employment and wages.

Inquiries: Mineral and Metal Statistics Division, Mineral Policy Sector, Ottawa/Hull (613) 992-6439.

### EMR 90

Mineral Publications: the Mineral Policy Sector publishes mineral bulletins and mineral reports as well as other publications on the mineral industry in Canada. It also publishes a reference book, the *Canadian Minerals Yearbook*, which is a comprehensive review of



some 40 mineral commodities. These publications can be purchased from the Canada Communication Group, Ottawa, Ontario K1A 0T1.

Inquiries: Ottawa/Hull (613) 991-4603 or toll-free 1-800-567-4422.

Other materials, such as mineral fact sheets, posters and pamphlets are available to the public through EMR Communications regional information offices.

Inquiries: Ottawa/Hull (613) 995-3065 or any regional information office see Part II, Addresses.

#### **EMR 91**

Consultative Services on Mineral Exploration, Development, Supply, Resources and Ore Reserves: information is provided on resource concepts, classification and terminology, reserves and additional resources, exploration statistics, mineral exploration trends and effectiveness, discoveries, promising deposits, mine investment, mineral investment opportunities, new projects, mine and concentrator operations, mine openings and closures and long-range mine supply capability.

Inquiries: Economic and Financial Policy Analysis Branch, Mineral Policy Sector, Ottawa/Hull (613) 992-2709, (613) 992-4666 or (613) 992-0658.

#### **EMR 92**

Federal-Provincial Mineral Development Agreements: under these agreements the provincial, territorial and federal governments combine their resources and expertise to carry out a variety of programs designed to encourage mineral exploration and development. All the agreements involve a range of geoscientific studies for the generation of data to stimulate exploration. They may also include investigations of improvements in mining and processing technology; studies, such as market assessments, for the identification of development opportunities; direct assistance to industry to assess opportunities and stimulate investment; and public information services. In some of the agreements, projects relate to specific mining operations or community-centred areas that can be of benefit to the local economy. Overall administration of the agreements is the responsibility of the Regional and Intergovernmental Affairs Division, Mineral Policy Sector. Inquiries: Ottawa/Hull (613) 995-8839.

#### **EMR 93**

Mineral Resources, Environmental Protection, Recycling, Resource Utilization and Strategic Technologies: the Mineral Sciences Laboratories develop technology to improve productivity, conserve resources, reduce environmental impact and apply emerging technologies for the sustained development of the Canadian economy. This is carried out with the support of industry. Appropriate actions are recommended to government, industry and the public. Inquiries: Mineral Sciences Laboratories, CANMET, Mineral and Energy Technology Sector, Ottawa/Hull (613) 995-4088.

#### **EMR 94**

Mineral Processing Technology: CANMET develops and promotes technology to increase the recovery value of Canadian mineral deposits. It has developed two accessible on-line data bases: MINPROC refers to technical publications and reports on mineral

processing technology pertinent to the needs of Canadian industry; and RESPROC provides information on current Canadian research projects in mineral processing.

Inquiries: Library and Documentation Services Division, CANMET, Mineral and Energy Technology Sector, Ottawa/Hull (613) 992-8837.

#### **EMR 95**

Mining Technology: CANMET develops and promotes technology for the Canadian mining industry. Two computerized data bases – MINTEC, which refers to technical reports and other publications on mining technology pertinent to the needs of Canadian industry, and RESMIN, which provides information on current Canadian research projects – are accessible on line. Inquiries: Library and Documentation Services Division, CANMET, Mineral and Energy Technology Sector, Ottawa/Hull (613) 992-8837.

#### **EMR 96**

Mining Industry/Health and Safety Conditions, Productivity Enhancement: CANMET is responsible for improving the safety, health and environmental conditions of the mining and extraction industries, as well as for research and technology development that would lead to improved productivity in these industries. Inquiries: Mining Research Laboratories, CANMET, Mineral and Energy Technology Sector, Ottawa/Hull (613) 996-5207.

#### **EMR 97**

Explosives Act/Administration: the Explosives Division administers and enforces the Explosives Act in the interest of public safety and security. Through a system of tests, licences and permits supported by inspections, the Division controls the authorization, manufacture, importation, sale, purchase, possession and storage of explosives. It also jointly controls road transport of explosives with Transport Canada. The term "explosives" includes blasting explosives, detonators, propellants, sporting and industrial ammunition, and all types of fireworks and pyrotechnic devices. Inquiries: Explosives Division, Mineral and Energy Technology Sector, Ottawa/Hull (613) 995-2388 or any regional Explosives Division office see Part II, Addresses.

### **Legal Surveys (EMR 98)**

#### **EMR 98**

Board of Examiners for Canada Lands Surveyor: the Legal Surveys Division is responsible for the Board of Examiners, set up to examine candidates applying for commission as Canada Lands Surveyors (CLS). The program (syllabus) and regulations booklets are available to encourage more provincial land surveyors to obtain a CLS commission.

Inquiries: Legal Surveys Division, Ottawa/Hull (613) 992-0835; Fax (613) 992-1122 or nearest regional office see Part II, Addresses.





## Emergency Preparedness Canada (EPC)

Head Office  
Jackson Building, 2nd Floor  
122 Bank Street  
Ottawa, Ontario  
K1A 0W6

Information: Ottawa/Hull (613) 991-7077; for other offices see Part II, Addresses.

Minister responsible:  
Minister responsible for Emergency Preparedness  
(Minister of National Defence)

Emergency Preparedness Canada advances civil preparedness in Canada for emergencies of all types.

### EPC 1

Emergency Planning: in the event of a nuclear attack on North America, the Continuity of Government Program would provide for the relocation to protected sites across Canada of essential government personnel and staff responsible for conducting survival operations. Under the Essential Records Program, essential government records would be preserved in the event of a nuclear attack or other major disaster. EPC also chairs the Advisory Committee on Vital Points (ACVP) which is responsible for identifying federal and provincial facilities that would require special protection against attack or disruption during a wartime or peacetime emergency.

### EPC 2

Federal Emergency Preparedness: EPC co-ordinates emergency planning by federal departments, agencies and Crown corporations. A regional director in each provincial capital maintains contact with federal departments in the area and with the emergency preparedness agencies of the provincial and territorial governments.

### EPC 3

Worker's Compensation Agreements: through these agreements, the federal government assumes 75 percent of the cost involved in payments to civil defence workers injured during the course of civil defence training or duties.

### EPC 4

Disaster Financial Assistance Agreements: the federal government also has disaster financial assistance arrangements to help the provinces and territories deal with the economic effects of a disaster. According to a formula based on provincial population, the federal government absorbs a proportion of eligible provincial expenditures for disaster relief. Municipalities are reimbursed by the provincial government.

### EPC 5

Joint Emergency Preparedness Program (JEPP): under this program, costs for approved emergency preparedness projects are shared with the provinces and territories. Municipalities may submit project proposals to their provincial or territorial government for

consideration and approval. If projects are approved at that level, they are then forwarded to the federal government for consideration.

### EPC 6

Research Fellowships: EPC funds and conducts research into various aspects of disasters. Each year it offers a postgraduate fellowship for research into aspects of emergency preparedness. Inquiries: Association of Universities and Colleges of Canada, 151 Slater Street, Ottawa, Ontario, K1P 5N1, (613) 563-1236.

### EPC 7

Canadian Emergency Preparedness College: the College offers 100 courses to 3000 students a year including mayors and elected officials, emergency planners and emergency response personnel from all orders of government and emergency planning personnel from industry.

### EPC 8

International Civil Emergency Preparedness: EPC co-ordinates Canadian participation in international civil emergency preparedness programs. These include Canada's participation in NATO, the bilateral agreement with the United States on civil emergency preparedness, the International Decade for Natural Disaster Reduction (IDNDR) and exchanges of information with other nations and international bodies, including the newly emerging democracies of Central and Eastern Europe.

### EPC 9

Exercises: EPC co-ordinates the development and conduct of interdepartmental, intergovernmental and international exercises that involve the Canadian civil emergency preparedness community. These include the CANATEX series, Canadian civil participation in NATO crisis management exercises and assistance to other sectors and organizations, such as OECD-sponsored international nuclear emergency exercises.



## Fisheries and Oceans (F&O)

Head Office  
Centennial Towers  
200 Kent Street  
Ottawa, Ontario  
K1A 0E6

Information: Ottawa/Hull (613) 993-0600 or call toll-free 1-800-668-5222 Tuesday to Friday, 8:30 a.m. to 4:30 p.m. EST. Callers can also leave a taped message 24 hours a day, seven days a week; for hearing-impaired people (613) 941-6517 or toll-free 1-800-668-5228; regional offices, see Part II, Addresses.

Minister responsible:  
Minister of Fisheries and Oceans



Fisheries and Oceans (the Department of Fisheries and Oceans) functions through a head office and six regional offices.

The Newfoundland Region comprises most of the province and adjoining marine waters.

The Gulf Region includes the Gulf coasts of New Brunswick, Nova Scotia, western Newfoundland, southern Labrador and Prince Edward Island.

The Scotia-Fundy Region comprises the Scotia Shelf, Bay of Fundy, Georges Bank and the inland streams, lakes and rivers of Nova Scotia and New Brunswick.

The Quebec Region includes all the coastal waters of the province.

The Central and Arctic Region comprises the provinces of Ontario, Manitoba, Saskatchewan and Alberta and the Northwest Territories.

The Pacific Region comprises all west coast marine resources and the inland fisheries of Yukon.

The Department is organized into five main operating divisions: Fisheries Operations, Regulatory and International Affairs, Science, Corporate Management, and Policy and Program Planning.

## Public Information (F&O 1 – F&O 5)

### F&O 1

Information: officers will assist callers with questions dealing with programs and services offered by the Department, such as the Atlantic Fisheries Adjustment Program, the Atlantic Groundfish Plan, the Northern Cod Moratorium, habitat, aquaculture, scientific research, international trade, inspection services, regulations, enforcement and licensing.

### F&O 2

Research Establishments: the Department has research facilities across Canada. Activities within each research laboratory are organized along disciplinary lines into biological sciences, physical and chemical sciences and the Canadian Hydrographic Service. Biological sciences covers areas such as resource assessment, fisheries biology, biological oceanography, aquaculture and enhancement research, habitat science and the operation of the Department's Atlantic hatcheries.

Physical and chemical sciences covers oceanographic research, including the influence of the oceans on the atmosphere and climate, and oceanographic input into studies of the influence of oceans on fish stocks and non-renewable resource activities. It also covers toxicology and contaminants science relating to both marine and freshwater environments.

The Canadian Hydrographic Service is responsible for producing charts of navigable coastal waters and navigable lakes and rivers of the interior, tide tables and sailing directions. These charts are used for navigation by commercial fishermen, recreational boaters, National Defence and the general public.

Inquiries: General, Ottawa/Hull (613) 995-4358; Chart

Distribution Office (613) 998-4931 or any regional Canadian Hydrographic Service Office see Part II, Addresses.

### F&O 3

Oceanographic Data: the Department maintains a marine environmental data service to provide information on topics such as surface waves, tides and physical and chemical oceanographic data. Inquiries: Ottawa/Hull (613) 990-0268.

### F&O 4

Scientific and Technical Information/Fisheries: scientific, technical and general interest publications on fisheries and marine sciences, published up to and including 1992, are available through the Canada Communication Group, Ottawa/Hull (613) 956-4802. Inquiries: Ottawa/Hull (613) 993-0999.

Fisheries and marine sciences publications published after 1992 are available from the National Research Council of Canada, Research Journals, Building M-55, 3rd Floor, Montreal Road, Ottawa, Ontario K1Z 0R6 (613) 993-9093.

### F&O 5

Hydrographic Surveys: these are carried out by the Canadian Hydrographic Service for the production of nautical charts. The Service is also responsible for issuing other navigational publications.

Inquiries: Ottawa/Hull, Policy (613) 995-4358; Chart Distribution Office, (613) 998-4931 or any regional Canadian Hydrographic Service office see Part II, Addresses.

## Aid to the Fishing Industry (F&O 6 – F&O 14)

### F&O 6

Fisheries Prices Support Board: the Board develops price stabilization programs to protect fishermen against sharp declines in fish prices. Inquiries: Ottawa/Hull (613) 993-2031.

### F&O 7

Fishing Vessel Insurance Plan: marine insurance is available to fishermen whose vessels are engaged in commercial fishing.

Inquiries: Policy, Ottawa/Hull (613) 993-0985; nearest regional fishing vessel insurance office see Part II, Addresses.

### F&O 8

Sea Lamprey Control Centre: the Department works jointly with the United States under the Great Lakes Fishery Commission to control sea lampreys.

Inquiries: Sault Ste Marie (705) 949-1102.

### F&O 9

Newfoundland Bait Program: this program ensures that a continuous fishing-bait supply is available for commercial fishermen in Newfoundland and Labrador. Inquiries: St John's (709) 772-4414.



## Fisheries and Oceans (*continued*)

### F&O 10

Atlantic Fisheries Adjustment Program (AFAP): this program, implemented in 1990, aimed at ensuring a viable fishery in the long term for Atlantic Canada. The program is designed to support individual fishermen and to help communities adjust to the realities of declining fish stocks and plant closures.

Inquiries: Ottawa/Hull (613) 993-0999; for nearest regional office see Part II, Addresses.

### F&O 11

Aboriginal Fisheries Strategy: this program forms the basis of a new social contract between government, aboriginal people and non-native fishing groups. It is designed to increase economic opportunities in Canadian fisheries for aboriginal people while achieving predictability, stability and enhanced profitability for all participants.

Inquiries: Ottawa/Hull (613) 993-1808.

### F&O 12

Northern Cod Moratorium Program: this program followed the implementation in July 1992 of a two-year moratorium in the northern cod fishery area (2J3KL). The plan is designed to provide immediate financial assistance to fishermen and plant workers in Newfoundland affected by the moratorium. It will assist in the implementation of programs aimed at an orderly rationalization of the industry, retraining and upgrading the skills of affected individuals, and in the establishment of a long-term, self-sustainable northern cod fishery.

Inquiries: St John's (709) 772-0410; Ottawa/Hull (613) 993-0999 or toll-free 1-800-668-5222.

### F&O 13

Canada Fisheries Energy Research and Development Program: established in conjunction with the Department of Energy, Mines and Resources, this program is designed to encourage the Canadian fishing industry to undertake research leading to new and improved processing methods, and equipment and products of an energy conserving nature.

Inquiries: Ottawa/Hull (613) 990-0157.

### F&O 14

Quebec Federal Fisheries Development Program: this program was created to ensure the long-term viability of the fishing industry in Quebec and to provide assistance to individuals employed in the industry and in fisheries-dependent communities.

Inquiries: Quebec City (418) 648-7998.

## Standards, Inspection, Fishing Licences and Ports (F&O 15 – F&O 19)

### F&O 15

Fish Inspection Program: the handling, storage and refrigeration of fish on boats and on land are subject to rigorous standards and controls. The Department is responsible for the inspection of fish products, including their packaging and labelling, processing plants and

fishing vessels.

Inquiries: Inspection Branch, toll-free 1-800-668-5222 or nearest regional office see Part II, Addresses.

### F&O 16

Licences for Commercial Fishermen: the Department is responsible for the licensing of commercial fishermen engaged in various categories of federally administered fishing.

Inquiries: Policy, Ottawa/Hull (613) 993-0999 or any regional office see Part II, Addresses.

### F&O 17

Atlantic Fisheries Licence Appeal Board: this Board was established in 1986 by the Minister of Fisheries and Oceans as the last administrative level of appeal for fishermen who are dissatisfied with decisions made by departmental officials. The Board hears appeals throughout Atlantic Canada and in Quebec.

Inquiries: Ottawa/Hull (613) 990-0364.

### F&O 18

Fisheries Surveillance and Enforcement Program: this program is operated by the Department for the conservation and protection of Canada's fisheries resources. The program includes observer coverage, aerial surveillance, ship surveillance and land-based surveillance. It also includes inter-related activities ranging from scientific studies to fisheries management, habitat protection and public education programs.

Inquiries: Ottawa/Hull (613) 990-0108; for nearest regional office see Part II, Addresses.

### F&O 19

Small-Craft Harbours: the Department is responsible for approximately 2300 small-craft harbours and marine facilities used by commercial fishermen and recreational boaters.

Inquiries: Policy, Ottawa/Hull (613) 993-3012; for nearest regional Small Craft Harbours Branch office see Part II, Addresses.

## Marine and Freshwater Research (F&O 20 – F&O 22)

### F&O 20

Aquaculture: the Department carries out a major research program involving the farming of fish (including shellfish and crustaceans) and marine plants for commercial benefit.

Inquiries: Policy, Ottawa/Hull (613) 993-0999; for nearest regional office see Part II, Addresses.

### F&O 21

Pollution Research: through its Fish Inspection Branch, the Great Lakes Fisheries Research Branch and in collaboration with Environment Canada, the Department conducts pollution studies, contaminant surveillance and fish toxicology.

Inquiries: Burlington (416) 336-6240.

### F&O 22

Marine Environmental Data Service (MEDS): this program provides a wide range of marine environmental data through support to operations and regulatory



services; to research in the marine sciences; to the marine engineering community; to agencies issuing forecasts and warnings; and for operation of the Canadian portion of the international ocean data exchange systems.

MEDS services are available by phone, electronic mail, fax and post. Marine environmental data can be provided in hard copy, on diskettes or on magnetic tape. Cost-recovery regulations apply.

Inquiries: MEDS Request Services, Ottawa/Hull (613) 990-0268; Telex (613) 053-4228; Fax (613) 990-5510 or 996-9230; Envoy 100 (or GEMS) DFO.MEDS; Sciencenet R. Wilson MEDS; or write to Marine Environment Data Services, Department of Fisheries and Oceans, 200 Kent Street, Station 1202, Ottawa, Ontario K1A 0E6.

## **Programs in British Columbia (F&O 23 – F&O 26)**

### **F&O 23**

**Salmonid Enhancement Program:** this program aims to increase the annual production of salmon in British Columbia through various development projects. The public involvement section encourages the public to participate in enhancement projects. These can include stream clearance, maintenance of small incubation boxes, inventory, monitoring and education programs.

The projects are directed toward protecting and improving the salmonid resource and its habitat. Inquiries: Policy, Ottawa/Hull, (613) 993-0999.

### **F&O 24**

**Observe, Record, Report Program:** this program is administered by the Department of Fisheries and Oceans and the British Columbia Ministry of Environment, Fish and Wildlife Branch. Its purpose is to encourage sport fishermen to report violations in the field against fish and wildlife regulations. Reports are made through a toll-free number and enable local fisheries and wildlife officers to respond quickly. Inquiries: British Columbia only, 1-800-663-9453.

### **F&O 25**

**Fishing Schedules and Locations:** British Columbia commercial fishermen may obtain information on a 24-hour basis concerning the times and areas where they may fish. Inquiries: Vancouver (604) 666-2828 or toll-free (British Columbia only) 1-800-663-9453.

### **F&O 26**

**Sport Fishing:** sport fishermen may obtain information on a 24-hour basis concerning the best fishing places, times and gear. Inquiries: Vancouver (604) 666-2268 or toll-free (British Columbia only) 1-800-663-9333; for information on red tides, Vancouver (604) 666-3169.

## **Programs in New Brunswick and Prince Edward Island**

### **F&O 27**

**Salmonid Enhancement:** programs designed to increase the annual production of salmon by protecting and improving the salmonid resource and its habitat have been established in New Brunswick and Prince Edward Island.

Inquiries: Charlo, New Brunswick (506) 684-4459; Cardigan, Prince Edward Island (902) 583-2952.



## **Fitness and Amateur Sport (FAS)**

Head Office  
Journal Tower South  
365 Laurier Avenue West  
Ottawa, Ontario  
K1A 0X6

Information: Ottawa/Hull (613) 992-8941.

Minister responsible:  
Minister of State (Fitness and Amateur Sport)

Fitness and Amateur Sport Canada encourages participation in physical activity and amateur sport for all Canadians.

### **FAS 1**

**Sport Canada:** this Directorate supports initiatives that encourage more Canadians to participate in sport to the level of their preference and ability by providing leadership, policy direction and financial assistance to the Canadian sporting community and by working directly with and through 85 national sport organizations. Sport Canada programs and support focus primarily on competitive sport, defined as activity with a significant physical component in which two or more participants engage for the purpose of competitively evaluating their personal performance.

### **FAS 2**

**Fitness Canada:** as a means of improving the health, well-being and quality of life for Canadians, Fitness Canada provides financial and technical support to various national organizations and agencies; supports promotional activities; co-ordinates participation in promotional events; supports research initiatives; develops and distributes resources; supports development opportunities for leaders, administrators and appraisers; exercises national leadership through collaborative planning initiatives; and enhances the national infrastructure to enable it to meet the physical activity needs and interests of all Canadians.

### **FAS 3**

**International Relations and Major Games (IRMG):** Fitness and Amateur Sport has a mandate to develop and implement a strategy and program to expand Canadian participation and influence in sport and fitness



## Fitness and Amateur Sport (continued)

at the international level. IRMG provides consultative and funding assistance to national sport organizations (NSOs) for hosting single sport events and for major games held in Canada, as well as for their international plans overall. The Directorate also negotiates and operates a number of bilateral arrangements with foreign countries focused on the areas of anti-doping, increasing the participation of women in sport, integrating athletes with disabilities into major games and providing sport development assistance to particular countries or regions of the world.

### FAS 4

Commission for Fair Play: the Commission was established in 1986 in response to a growing concern about the level of violence in sport. The objectives of the Commission are to ensure an ethical environment for sport development at all levels and in all competitive sports and to curb violence in sport in Canada.



## Federal Business Development Bank (FBDB)

Head Office  
800 Victoria Square  
(P O Box 335)  
Montreal, Quebec  
H4Z 1L4

Information: Montreal (514) 283-5904; for other offices see Part II, Addresses; for financial and management services and CASE see the Toll-free Telephone Services section.

Ministers responsible:  
Minister of Industry, Science and Technology and  
Minister of State (Small Businesses and Tourism)

The Federal Business Development Bank is a Crown corporation that promotes and assists in the establishment and development of business enterprises in Canada. It pays particular attention to the needs of small- and medium-sized businesses.

The Bank offers three principal services to Canada's business community: financial services (loans and loan guarantees, venture loans and export receivable financing), venture capital and management services (business counselling, management workshops and courses).

The FBDB complements the services offered by financial institutions in the private sector by providing funds for worthwhile projects that cannot obtain financing elsewhere on reasonable terms and conditions.

### FBDB 1

Financial Services: the FBDB extends financial assistance to almost every type of new or existing Canadian business that does not have other sources of

financing available to it on reasonable terms and conditions. Loans, venture loans, interim financing, venture capital or any combination of these, according to the specific needs of the business, are available. FBDB provides term loans with interest rates fixed for one to seven years, as well as floating-rate loans that can be switched to fixed rates at the borrower's request. Term loans can be used for land or buildings acquisition, equipment purchases, plant overhauls, expansion projects, ownership changes, working capital replenishment and bridge or interim financing.

### FBDB 2

Venture Capital: in co-operation with the private sector, FBDB serves as a catalyst to attract equity financing from private financial institutions. Although FBDB's financial participation in companies is temporary in nature, it is planned for a period of time sufficient to provide a durable benefit to the company and a return for the Bank that is commensurate with the risk.

### FBDB 3

Financial Planning Program: this program offers a series of do-it-yourself financial planning kits and a service to assist small- and medium-sized firms in preparing business plans and presenting their financial proposals to lenders. A fee is charged for these services.

### FBDB 4

CASE (Counselling Assistance to Small Enterprises): FBDB's counselling program, CASE, uses the expertise of successful business people to assist small firms in improving their methods of doing business. For a modest fee, experienced counsellors provide advice in all areas of business management, including accounting, marketing, production and personnel. CASE counsellors are experienced and successful business people, some of whom are retired but want to remain active. Any Canadian business with fewer than 200 employees is eligible. It is not necessary to be a borrower from FBDB to obtain CASE services.

### FBDB 5

Training: to help owners and managers of small Canadian businesses improve their management skills, FBDB conducts management training seminars throughout Canada. These training services include: workshops, seminars, specialized group training for business owners called Community Business Initiatives (CBIs) and business management courses which are offered through community colleges and CEGEPs across the country.

### FBDB 6

Publications: FBDB publishes a pocketbook series, entitled *Minding Your Own Business*, that covers a variety of business-related topics and a quarterly tabloid, entitled *Profit\$*, that is mailed to businesses in Canada without charge.

### FBDB 7

Community Business Initiative Program: this program provides business people in smaller communities with training and counselling tailored to their needs. It runs for 12 months and calls for group workshops and individualized counselling at the participant's place of



business. The cost of the program, partly funded by Employment and Immigration Canada, is a deductible business expense.

#### **FBDB 8**

**Strategic Planning Service:** this service is designed to help business persons determine whether their businesses are missing important opportunities in the marketplace, are tapping all their strengths or are suffering from an inadequate financial structure, low productivity, old technology or weak marketing techniques.

Assistance is provided in interpreting information, establishing short- and long-term goals, developing the strategies necessary to achieve these goals and documenting the analysis, strategies and action plans in a comprehensive strategic business plan.

#### **FBDB 9**

**Export Receivables Financing:** through this program, the FBDB provides small- and medium-sized businesses with a means to finance their export receivables, thus improving the company's working capital position. FBDB provides an unconditional guarantee of lines of credit obtained from the chartered banks that are secured by export receivables.

#### **FBDB 10**

**Venture Loans:** the Venture Loan Program enables companies to obtain quasi-equity financing for important developmental projects without relinquishing control or diluting ownership. Venture loans combine certain characteristics of both the traditional term loan and equity capital financing. Loans are provided to companies that require financing, have established earnings and show strong growth potential, but lack the requisite owner equity or asset security to obtain the necessary funding for programs they may be contemplating.

The program also provides loans to companies that do not present adequate divestiture opportunities or financial return for conventional venture capitalists but that nonetheless require equity capital.



### **Farm Credit Corporation Canada (FCC)**

Head Office  
1800 Hamilton Street  
(P O Box 4320)  
Regina, Saskatchewan  
S4P 4L3

Information: Regina (306) 780-8100 or Toll-free Telephone Services section; for other offices *see* Part II, Addresses.

Minister responsible:  
Minister of Agriculture

Farm Credit Corporation Canada was established to help farmers, and persons wishing to become farmers, purchase, develop and maintain viable farm

businesses. An advisory committee composed of farmers and other qualified persons appointed by the Minister advises the Corporation with respect to policy and other matters.

#### **FCC 1**

**Farm Credit Act:** term mortgage loans from one to 15 years or more are available to Canadian farmers for the development of viable family farm units.

#### **FCC 2**

**Farm Syndicates Credit Act:** co-operative ownership loans are available to Canadian farmers who decide to share the cost of owning machinery, buildings or installed equipment they would have otherwise bought individually.

#### **FCC 3**

**One-year Convertible Mortgage:** a one-year mortgage term that is convertible to a longer term at any time without penalty is available from the Corporation. It gives farmers the flexibility and lower interest rate of a short-term loan with the security of knowing they can lock in at any time.

Inquiries: any regional office *see* Part II, Addresses.



### **Federal Environment Assessment Review Office (FEARO)**

200 Sacré Coeur Boulevard, 14th Floor  
Hull, Quebec  
K1A 0H3

Information: Hull (819) 997-1000

Minister responsible:  
Minister of the Environment

#### **FEARO 1**

**Federal Environmental Assessment Review Office (FEARO):** this office administers a process to ensure that potential environmental and directly related social effects are taken into account early in the planning of proposals that are implemented or funded by the federal government or carried out on federal lands. The new Canadian Environmental Assessment Act received Royal Assent on 23 June 1992. Once proclaimed, the Act will create the Canadian Environmental Assessment Agency to oversee a new environmental assessment process. Proclamation is expected in June 1993.





## Freshwater Fish Marketing Corporation (FFMC)

1199 Plessis Road  
Winnipeg, Manitoba  
R2C 3L4

Information: Winnipeg (204) 983-6600; in Saskatchewan and Manitoba see the Toll-free Telephone Services section.

Minister responsible:  
Minister of Fisheries and Oceans

### FFMC 1

To increase returns to fishermen, the Corporation markets and processes freshwater fish landed by commercial fishermen in Manitoba, Saskatchewan, Alberta, the Northwest Territories and parts of northwestern Ontario. It receives and exercises grants, rights, franchises, privileges and concessions from governments (foreign and provincial) and individuals.



## Finance Canada, Department of (FIN)

L'Esplanade Laurier, East Tower  
140 O'Connor Street  
Ottawa, Ontario  
K1A 0G5

Information: Ottawa/Hull (613) 992-1573; concerning tariffs (613) 996-6477 or 992-6885.

Minister responsible:  
Minister of Finance

The Department of Finance acts as chief advisor for the government in economic and financial affairs, and provides information on the federal budget.

### FIN 1

The Department deals with the performance of the Canadian economy in all important aspects: the growth and the sharing of output, employment and income, the stability of prices and the long-term development of the country. It is concerned with the harmony of initiatives of all federal departments or agencies which have an impact on the economy. Finance is also concerned with trade and monetary affairs and with other international forces that affect the country's domestic performance. It also works towards improving co-ordination between provincial governments and the Government of Canada. The federal budget speech by the Minister of Finance has traditionally reviewed the government's accounts and made proposals with respect to both expenditures and revenues. In recent years, it has also provided a review of past, present and future economic factors affecting business and the nation's finances.



## Federal Judicial Affairs, Office of the Commissioner for (FJA)

110 O'Connor Street, 11th Floor  
Ottawa, Ontario  
K1A 1E3

Information: Ottawa/Hull (613) 992-3107 or 992-9175 (media).

Minister responsible:  
Minister of Justice

### FJA 1

The Office of the Commissioner for Federal Judicial Affairs administers Part I of the Judges Act which provides for the payment of salaries, allowances and annuities to the judges of the Federal Court of Canada, the Tax Court of Canada and all other federally appointed judges of the superior, county and district courts of the provinces and territories. It also provides administrative services to the Canadian Judicial Council and is responsible for the preparation of budgetary submissions of the Federal Court of Canada, the Tax Court of Canada and the Canadian Judicial Council. The Office also provides language training for federally appointed judges, publishes the Federal Court Reports and administers the 12 advisory committees on judicial appointments.



## Forestry Canada (FORC)

Place Vincent Massey  
351 Saint Joseph Boulevard  
Hull, Quebec  
(Mail: Ottawa, Ontario K1A 1G5)

Information: Ottawa/Hull (819) 997-1107, or any regional office or institute; see Part II, Addresses.

Minister responsible:  
Minister of Forestry

Forestry Canada is responsible for the integrated management of Canada's forest resources to meet the economic, social and environmental needs of present and future generations of Canadians. The Department works together with the provinces as well as with private industry to achieve its aims.

### FORC 1

Research: the Department manages a significant forest science research program that includes biotechnology, genetics and techniques to improve growth and yield. Forest management techniques such as tree spacing, forest fertilization and pest control are studied. The research results are made available to other federal departments, the provinces and the private sector.



**FORC 2**

Development: since 1949, the federal government has negotiated and administered federal-provincial forest resource agreements to encourage and protect a sustained supply of wood in Canada. In the past 10 years, forest management activities have tripled. The Department continues to spearhead the support of innovative forest development approaches with provincial and industry partners, as well as individual woodlot owners.

**FORC 3**

Economics and Statistics: as a leader in developing national strategies for forest management, the Department maintains a comprehensive national forest inventory and makes statistics and economic information available to user groups in the forestry sector.

**FORC 4**

Industry and Trade: Forestry Canada identifies market and trade opportunities, defines the constraints on industrial competitiveness and fosters technological innovation and product development in the forestry sector. To this end, the Department administers a program of contributions to industrial research institutes in Canada.



## **Federal-Provincial Relations Office (FPRO)**

59 Sparks Street, Room 309  
Postal Station B  
Ottawa, Ontario  
K1A 0A3

Information: Ottawa/Hull (613) 957-5302.

Ministers responsible:

Prime Minister

Minister Responsible for Constitutional Affairs

**FPRO 1**

The FPRO provides advice to the Prime Minister, the Minister Responsible for Constitutional Affairs, other members of Cabinet and departments and agencies. The Office is made up of four secretariats. Policy, Planning and Constitutional Development provides policy, research and analysis on constitutional affairs and issues related to the longer-term development of the Canadian federation. Social and Economic Policy provides a single focus for liaison with other government departments and provides advice on federal-provincial issues to the Prime Minister and Minister. Aboriginal Affairs supports the Prime Minister on aboriginal constitutional matters and co-ordinates the policy framework for federal-provincial-aboriginal relations. It also supports the Interlocutor for Métis and Non-status Indians. Intergovernmental Affairs liaises with the provinces and territories; provides advice to the Prime Minister, Minister and the government on the conduct of federal-provincial relations and bilateral and multilateral meetings. The FPRO publishes an annual

directory entitled *Federal-Provincial Programs and Activities*, which provides descriptions of current federal-provincial programs and activities.



## **Health and Welfare Canada (HWC)**

Head Office

Jeanne Mance Building

Tunney's Pasture

Ottawa, Ontario

K1A 0K9

Information: Ottawa/Hull (613) 957-2991; for hearing-impaired people 1-800-267-1245 across Canada; for other offices see Part II, Addresses.

Minister responsible:

Minister of National Health and Welfare

Health and Welfare Canada is responsible for promoting and preserving the health, social security and social welfare of Canadians. Its activities include investigation and research into public health and welfare; medical assessment and care of immigrants and seamen; supervision of the public health facilities of rail, water and other types of transportation; and supervision of such income programs as the Canada Pension Plan and Old Age Security.

## **Health Protection Branch (HWC 1 – HWC 7)**

Head Office

Health Protection Building

Holland Avenue

Tunney's Pasture

Ottawa, Ontario

K1A 0L2

Information: Ottawa/Hull (613) 957-2991; for other offices see Part II, Addresses.

**HWC 1**

Food Safety and Quality: the Food Directorate's function is to protect and improve the health and well-being of the Canadian public by defining, advising on and managing risks and benefits associated with the food supply. Areas of work include food additives, agricultural chemicals, chemical and microbiological contaminants, nutrients, novel foods, food components and food processes such as irradiation. The Directorate develops appropriate policies, procedures, regulations and guidelines for achieving a high standard of safety and nutritional quality of foods. This is achieved through programs of scientific research, evaluation and regulatory activities under the authority of the Food and Drugs Act and Regulations. The Directorate includes the following bureaus: Chemical Safety, Microbial Hazards and Nutritional Sciences, Food Regulatory, International and Interagency Affairs, Biostatistics and Computer Applications and Administrative Services.



**Health and Welfare Canada (continued)****HWC 2**

Industry Compliance/Health Standards (Field Operations Directorate): the Field Operations Directorate protects Canadians from health hazards by identifying, assessing and managing health and safety risks associated with the manufacture and sale of marketed food, pharmaceutical drugs, medical devices, radiation-emitting devices, cosmetics and tobacco products. The Directorate inspects food, drug and medical-device manufacturing plants, analyses domestic and imported products, and responds to product complaints from consumers. Field Operations Directorate also inspects pharmacies, manufacturers and distributors, and hospitals engaged in the legal distribution of psychoactive substances. The Directorate encourages industry compliance with the Food and Drugs Act, its Regulations and other associated guidelines or codes of practice, such as the Good Manufacturing Practices. While voluntary compliance is requested, Field Operations can and does enforce regulations through recalling products from the marketplace and refusing imports. The Directorate also deals with thousands of consumer complaints regarding unsatisfactorily marketed products. Field Operations maintains up-to-date, computerized, national data bases of analytical sample results and inspection data. This information together with unbiased, specially collected data is useful in research, evaluation and standard-setting activities. The operations of this Directorate are conducted from regional and district offices located across Canada.

**HWC 3**

Environmental Quality and Hazards: the Environmental Health Directorate protects Canadians from health hazards associated with the physical, chemical and technological surroundings in which modern people live and work. By identifying, assessing and managing the risks of environmental hazards, either natural or technological, the Directorate endeavours to improve the public well-being.

The Directorate is responsible for a variety of subjects ranging from environmental pollutants to product safety. The Chemical Hazards Bureau looks at the types and quantities of chemicals people are exposed to, and assesses the toxicity of the chemicals and the risks they pose.

The Radiation and Medical Devices Bureau concentrates on the effects of medical devices and radiation on human health.

Other bureaus in the Directorate are Legislative and Regulatory Processes, Biostatistics and Computer Applications, and Administrative Services.

**HWC 4**

Disease Identification and National Health Surveillance: the Laboratory Centre for Disease Control (LCDC) is Canada's only national public health agency. LCDC monitors, investigates and manages risks to the health of Canadians. Through its laboratory, national surveillance and disease investigation activities LCDC directly supports the Health Protection Branch's

mandate of protecting the Canadian public from health risks posed by microbial, food-borne, drug-related and environmental hazards.

LCDC's mission is to serve as the national focal point for developing disease prevention and control programs and for undertaking other scientific activities designed to improve the health of Canadians. The Centre develops strategies and provides advice on the management of emerging or priority diseases such as hepatitis B, Alzheimer's disease, cancer, tuberculosis and sexually transmitted diseases (STDs).

The Centre's operations include: Communicable Disease Epidemiology, Chronic Disease Epidemiology, Microbiology, HIV and HTLV Laboratories and Research, and the Office of Biosafety. In addition, there are units which support the Centre in Biometrics, External Cooperation and Risk Management/Strategic Planning.

**HWC 5**

National AIDS Secretariat: the National AIDS Strategy, announced by the Minister of National Health and Welfare in June 1990, established a framework for co-ordinated programs and policies. The National AIDS Secretariat is the overall focal point of the Strategy at the federal level. The Secretariat monitors and reports on federal commitments under the National AIDS Strategy; provides activity co-ordination across branches and between departments; promotes the visibility and accessibility of departmental programs; manages the Federal/Provincial/Territorial Advisory Committee on AIDS; provides support services to the National Advisory Committee on AIDS; advises and supports senior management and ministerial staff; co-ordinates submissions to parliamentary committees and to Cabinet; and provides international liaison. Inquiries: Ottawa/Hull (613) 952-5258.

**HWC 6**

Drug Safety and Regulation/Dangerous Drugs and Cosmetics/Veterinary Drugs: the Drugs Directorate protects and improves public safety by assessing and managing the risks and benefits associated with the availability and use of drugs and cosmetics. There are eight bureaus: Biologics, Dangerous Drugs, Drug Research, Human Prescription Drugs, Non-prescription Drugs, Pharmaceutical Surveillance, Veterinary Drugs and Drug Regulatory Affairs.

The Directorate is responsible for regulatory activities involving potentially hazardous drugs of biological origin and scientific and technical information in specific research. The Directorate is also responsible for activities pertaining to research, drug standards and advertising; assuring the safety and effectiveness of non-prescription drugs and the safety of cosmetics; and providing information on non-prescription medicinal products and cosmetics. The Directorate evaluates new drug submissions and conducts post-market surveillance of human prescription drugs. The Directorate is also evaluating new drugs for use in animals to ensure they will not leave harmful residues in food products of animal origin. It considers requests involving the addition of medication to feeds, and authorizes the research and testing of veterinary drugs. The Drug Regulatory Affairs Division co-ordinates legislative and regulatory amendments and medical advisories pertaining to drugs and cosmetics.



**HWC 7**

Consumer Complaints and Inquiries: the Health Protection Branch investigates consumer complaints relating to illness, injury, spillage or ineffectiveness associated with food, drugs, cosmetics and medical devices. It also provides information in these areas, as well as on radiation-emitting devices, to ensure their safe use by consumers.

**Health Services and Promotion Branch  
(HWC 8 – HWC 13)**

Head Office  
Jeanne Mance Building, Room 462  
De l'Églantine Street  
Tunney's Pasture  
Ottawa, Ontario  
K1A 1B4

Information: Ottawa/Hull (613) 954-8525.

**HWC 8**

Health Services Directorate: the Directorate provides national leadership and co-ordination in the planning and development of initiatives to enhance the quality of life and overall well-being of Canadians. These initiatives are designed to prevent and control chronic diseases; to improve mental health; and, in collaboration with provinces or territories and other stakeholders, to improve the quality, effectiveness and appropriateness of institutional and community-based health service systems.

**HWC 9**

Health Promotion: the Directorate provides national leadership for health promotion activities which enable Canadians to maintain and improve their health. It develops co-operative health promotion programs with provincial, territorial and municipal governments, private and voluntary organizations (i.e., Canada's Drug Strategy, National Program to Reduce Tobacco Use, Heart Health, Nutrition, Brighter Futures, Healthy Environments, National AIDS Strategy, AIDS Community Action Program Initiatives). The Directorate also provides grant and contribution funding for community, regional and national groups.

**HWC 10**

Health Insurance Directorate: the Directorate ensures all residents of Canada have reasonable access to insured health care services on a prepaid basis by assisting all provinces and territories to maintain health insurance programs and extended health care services. The Directorate administers the Canada Health Act, which establishes criteria and conditions for federal contributions to the provinces and territories in support of insured health services and certain extended health care services; monitors and assesses the compatibility of provincial and territorial health care insurance plans with the Canada Health Act; provides payments to the provinces and territories in accordance with the Canada Health Act and as provided under the Federal-Provincial Fiscal Arrangements and the Federal Post-Secondary Education and Health Contributions Act; and it develops expertise in and provides assistance to health insurance

plans and programs. It also provides policy advice on the role of the Canada Health Act and on the overall direction of the Canadian health care system.

**HWC 11**

Extramural Research Programs Directorate: the Directorate supports public health and health care research and related scientific activities through the National Health Research and Development Program. It reviews scientific research applications and administers approved projects, with emphasis on health care, health promotion, illness prevention, risk management, health of aboriginal peoples and dissemination of health research outcomes. The program also provides research training fellowships and career awards in research disciplines associated with population health.

**HWC 12**

Certification of Public Hospitals for Rebates of the Goods and Services Tax (GST) under the Excise Tax Act: the Health Insurance Directorate administers the certification of public hospitals in accordance with eligibility criteria. An eligible hospital is recognized as a public hospital by its provincial or territorial government; operates primarily for the medical or surgical treatment of patients; and provides and maintains in-patient beds and services. Out-patient and other health facilities are not eligible for public hospital certification, but should consult Revenue Canada, Excise Branch with respect to any GST rebate provisions which may apply to registered charities.  
Inquiries: Health Insurance Directorate, Ottawa/Hull (613) 954-8689.

**HWC 13**

Principal Nursing Officer (PNO): the Principal Nursing Officer provides national leadership for the promotion of excellence in nursing practice, education and research through advice, liaison and consultation with nursing and other health care organizations and agencies, educational institutions and voluntary associations.

**Medical Services Branch (HWC 14 – HWC 25)**

Jeanne Mance Building  
De l'Églantine Street  
Tunney's Pasture  
Ottawa, Ontario  
K1A 0L3

Information: Ottawa/Hull (613) 957-7701; for other offices see Part II, Addresses.

**HWC 14**

Civil Aviation Medicine: the Medical Services Branch ensures that pilots and air traffic controllers are medically fit to perform their duties in a safe manner; provides aeromedical training to medical examiners and pilots; and works to prevent aircraft accidents resulting from medically related human factors.

**HWC 15**

Disease Immunization/Travellers: information for prospective travellers on immunization requirements and health measures to observe while abroad are



## Health and Welfare Canada (*continued*)

among the responsibilities of the Medical Services Branch. The Branch also regulates health protection services for travellers in Canada.

### HWC 16

Emergency Services: the Medical Services Branch is responsible for maintaining a national capability to provide health and social services in peacetime disasters or national emergencies. It also provides assistance to foreign countries in times of peacetime disasters. The Branch maintains a stockpile of emergency health and social service supplies.

### HWC 17

Immigration and Overseas Health Services: the Medical Services Branch is responsible for identifying those immigrants, refugees and certain classes of visitors who are medically fit for admission to Canada; ensuring their access to emergency health services if indigent; and assisting federal employees and their dependants in remaining healthy while living abroad.

### HWC 18

Occupational and Environmental Health Services: the Medical Services Branch provides health services to public servants and monitors the working environment in federal workplaces.

### HWC 19

Employee Assistance Services: the Medical Services Branch provides counselling, advice, referral and education services to federal public servants for all types of psycho-social issues.

### HWC 20

Indian Health Services: the Medical Services Branch is responsible for ensuring that registered Indians and Inuit have access to health services. While most health services for the Inuit are provided by the governments of the Northwest Territories, Quebec and Newfoundland, the Branch continues to provide non-insured health benefits for this group. Services for registered Indians and Inuit include community/public health services provided by nurses employed by the Branch or the band, and treatment services provided by doctors in private practice. Indian and Inuit patients can go to the doctors of their choice. Fees are paid by the provincial health insurance schemes. In remote locations, physicians' services are provided through contracts with university medical faculties which send doctors on rotation into the communities to hold clinics. In remote communities there are nursing stations staffed by nurses who are trained in community health and primary treatment procedures. Hospital services are available to Indians and Inuit on the same basis as other residents of Canada. The Branch still operates seven small hospitals.

### HWC 21

Addictions and Community Funded Programs (ACFP formerly NNADAP): the program provides a range of culturally and linguistically appropriate alcohol and drug prevention and treatment services to Canada's First Nations and Inuit communities. As well, ACFP is

involved in a four-year family violence initiative, which began in 1991/92 and ends in 1994/95. This will allow individuals and communities to develop informed responses to family violence issues.

### HWC 22

Non-insured Health Benefits: the Medical Services Branch administers the Non-insured Health Benefits Program for registered Indians and Inuit. The program covers claims for prescription drugs, medical supplies and equipment, vision care services, dental care services and medical transportation not paid for by provincial, territorial or third-party health insurance plans or programs.

### HWC 23

Program Transfer: the Policy and Planning Directorate of the Medical Services Branch works with First Nations communities that wish to assume control of their health services through health program transfer agreements. This enables communities to design, manage and deliver their own health programs; to allocate health care resources according to community health priorities; and to select the health workers who will be providing these services.

Through the transfer process, communities undertake pretransfer planning to assess community health needs and priorities, conduct community information workshops and prepare a community health plan. Once ratified by the community, the health plan becomes the basis of negotiations with Medical Services Branch. The decision to enter into transfer discussions rests with each community.

Since 1986, 277 First Nations (47 percent of all First Nations) have become involved in the health program transfer initiative, either as individual communities or, more frequently, as part of multicomunity projects.

### HWC 24

Indian and Inuit Health Careers Program: the program encourages and supports students of Indian and Inuit ancestry in the pursuit of professions in the health care field. The program supports the transfer initiative by seeking to increase the number of qualified native health professionals available to work with First Nation communities.

To date, 19 postsecondary programs have been funded through the institutional funding component of the Indian and Inuit Health Careers Program. Through the career-related employment component of the program, many students have also been provided with opportunities for on-the-job training. In addition, 172 bursaries have been granted to native students enrolled in health studies and 50 scholarships have been awarded to outstanding achievers.

### HWC 25

Medical Advisory Division/Employment and Immigration Canada: this program was established to assist Employment and Immigration Canada in expeditiously screening claimants for unemployment insurance, sickness and maternity benefits. It advises and guides Employment and Immigration in the administration of the sickness and maternity benefit provisions of the Unemployment Insurance Act.



## Social Service Programs Branch (HWC 26 – HWC 37)

Head Office  
Brooke Claxton Building  
De la Colombine Boulevard  
Tunney's Pasture  
Ottawa, Ontario  
K1A 1B5

Information: Ottawa/Hull (613) 957-2953; for other offices see Part II, Addresses.

### HWC 26

Canada Assistance Plan: agreements with the provinces and territories under this authority provide for cost sharing of provincial programs to assist persons in need, and for welfare services provided to persons in need or likely to be in need.

### HWC 27

National Welfare Grants: this national social research and development program funds research and development projects in specific priority areas and provides consultative support to research, professional and voluntary organizations. Current priorities include child and family poverty, community economic development and appropriate social services for aboriginal peoples, immigrants and refugees. Project contributions are limited to non-profit organizations such as provincial social service departments, voluntary social welfare organizations, schools of social work, research institutions, university departments and community service groups.

### HWC 28

New Horizons: contributions are available to assist groups of older persons, to carry out projects that will advance their well-being and that of their community. The program seeks to reduce loneliness and isolation among seniors and to promote their continued involvement in, and contribution to, society. Projects must be initiated, organized and developed by a minimum of 10 persons, 70 percent of whom are 60 years of age or older. Priority project areas are service and outreach, elder abuse, literacy, group leadership and organizational development.

### HWC 29

Seniors Independence Program: contributions are available for projects that improve the quality of life for seniors by fostering independence. The emphasis is on community-based projects that recognize and support the self-care and mutual aid efforts of seniors and that encourage the training and skills development of seniors on issues and services of relevance to them. Priority is given to those activities providing support to seniors who are less advantaged as a result of life circumstances and to projects for specific target groups, such as older women and seniors living in rural and remote areas. Voluntary, non-government, non-profit groups and organizations may apply. Inquiries: regional offices see Part II, Addresses.

### HWC 30

Employability Enhancement Initiatives: the employability enhancement agreements between Health and Welfare Canada, Employment and Immigration Canada, all provinces and the Northwest Territories provide for new and enhanced delivery of employment and training programs for social assistance recipients. Inquiries: Ottawa/Hull (613) 957-2913.

### HWC 31

Family Violence Initiative: family violence, including child abuse, violence against women, elder abuse and the abuse of persons with disabilities, represents a serious abuse of power within family, trust or dependency relationships. Through the Family Violence Initiative, the federal government is calling upon all Canadians to address this most important social problem. Over the four-year duration of this Initiative (1 April 1991 to 31 March 1995), \$136 million will be provided through seven federal departments and agencies.

As commitment and action on the part of all Canadians are essential to the prevention of family violence in the long term, activities will be undertaken in partnership with community groups, non-governmental organizations, professional associations and provincial and territorial governments. Special activities will aim to prevent family violence and improve community responses, particularly in the health and social service fields. This includes involving all Canadians and supporting community action through public education and prevention activities; improving the ability of professionals and frontline workers to respond to the problem through production of manuals, guidelines, protocols and training resources; and improving treatment and support for victims through major demonstration projects and the wide dissemination of their findings.

Activities also include sharing information and solutions through expanded functions of the National Clearinghouse on Family Violence; establishing national data on the nature and extent of family violence with Statistics Canada; and serving as the lead department in co-ordinating federal action on family violence.

Inquiries: Family Violence Prevention Division, Social Service Programs Branch, Ottawa/Hull (613) 957-2938; for hearing-impaired people (613) 952-6396 or toll-free 1-800-267-1291; toll-free 1-800-561-5643; Fax (613) 941-8930.

### HWC 32

Alcohol and Drug Treatment and Rehabilitation Agreements (ADTR): under these agreements, the Department provides financial contributions to the provinces and territories for alcohol and drug treatment and rehabilitation services. Inquiries: Ottawa/Hull (613) 952-8222.

### HWC 33

National Adoption Desk: the desk represents provincial and territorial adoption authorities (except Quebec) in the area of international adoption; negotiates working arrangements and international adoption programs with foreign adoption authorities; and co-ordinates international adoption cases between provincial/territorial and foreign authorities. Programs have been established with 10 countries. Parties



**Health and Welfare Canada (continued)**

interested in adoption are asked to contact child welfare or adoption authorities in their province of residence. Inquiries: Ottawa/Hull (613) 957-2868.

**HWC 34**

Child Care Initiatives Fund (CCIF): this fund is designed to encourage innovation and to enhance the development of approaches and services as they relate to child day-care issues across Canada. Eligible proposals include demonstration or development projects, as well as applied research. Priority is given to knowledge or services involving the needs of families in unique circumstances or underserved areas. Project funding is for a maximum of three years. Before submitting an application, interested groups must contact the CCIF to discuss the project. Inquiries: Ottawa/Hull (613) 957-0638; Fax (613) 957-9562.

**HWC 35**

Vocational Rehabilitation of Disabled Persons Program: agreements with the provinces and territories provide for cost sharing of provincial and territorial programs for the vocational rehabilitation of persons with physical or mental disabilities. Inquiries: Ottawa/Hull (613) 952-8222.

**HWC 36**

Disabled Persons Unit: assistance is available to non-governmental organizations to develop programs and initiatives which enhance opportunities for disabled persons to live and work within the community. Inquiries: Ottawa/Hull (613) 957-2886; for hearing-impaired people (613) 952-7128; Fax (613) 941-3550.

**HWC 37**

Awards/Health and Welfare: the Ministry of Health and Welfare presents the Canada Volunteer Award annually. The award recognizes and encourages those Canadians who make an outstanding voluntary contribution towards improving the health and well-being of their fellow citizens.

**Income Security Programs****(HWC 38 – HWC 42)**

240 Sparks Street  
Level C-3  
Ottawa, Ontario  
K1A 0K9

Information: Ottawa/Hull (613) 957-2799; regional offices and client service centres *see* Part II, Addresses.

**HWC 38**

Canada Pension Plan (CPP): this is a contributory social security program that provides retirement, disability, survivor and death benefits. CPP provides for an earnings-related retirement pension payable as early as age 60. Monthly pensions are payable to disabled contributors and dependent children. Death benefits are paid in a lump sum to the estate following the death of a qualified contributor. Survivors' benefits are payable in

the form of a monthly pension for the surviving spouse and monthly benefits for dependent children. CPP pension credits earned by both spouses during the period of cohabitation in a legal or common-law marital relationship of at least one year's duration, may be divided equally between them when the relationship ceases. (Credit-splitting is not mandatory in Saskatchewan.) Contributions made to the social security program of another country with which Canada has signed an agreement on social security may be used to meet the qualifying period for a Canada Pension Plan benefit. CPP operates in all parts of Canada, except in the province of Quebec, where there is a closely co-ordinated social security counterpart.

**HWC 39**

Old Age Security (OAS) Pension: monthly benefits are paid to all persons 65 years of age and over who satisfy certain basic Canadian residence requirements. Periods of residence in another country with which Canada has signed an agreement on social security may be used to meet the residency requirements.

**HWC 40**

Guaranteed Income Supplement (GIS): additional monthly payments may be made to Old Age Security pensioners who have little or no income beyond their basic OAS pension.

**HWC 41**

Spouse's Allowance and Widowed Spouse's Allowance: a monthly income-tested benefit may be paid to spouses of Old Age Security pensioners, based on the combined income of the couple, and to widows and widowers. To be eligible the spouse or widowed person must be between 60 and 65 years of age and meet residency requirements. Periods of residence in another country with which Canada has signed an agreement on social security may be used to meet the residency requirements.

**HWC 42**

Direct Deposit: with direct deposit, the Government of Canada will deposit Income Security Programs payments directly into a financial account each month. There is no charge for this service. Deposits can be made to the account of choice at any bank, *caisse populaire*, credit union, trust company or other financial institution located in Canada. This service is optional.





## Information Commissioner of Canada (ICC)

Place de Ville  
Tower B, 3rd Floor  
112 Kent Street  
Ottawa, Ontario  
K1A 1H3

Information: Ottawa/Hull (613) 995-2410; *see also* Toll-free Telephone Services section.

The Information Commissioner of Canada reports directly to Parliament.

### ICC 1

The Information Commissioner is appointed by Parliament to investigate complaints concerning rights under the Access to Information Act. Access rights are extended to all Canadians, permanent residents, non-permanent residents and corporations present in Canada. The Information Commissioner may appear in Federal Court on behalf of a complainant who has been denied access under the Act. In addition to making annual reports, the Information Commissioner may make special reports to Parliament at any time.



## International Development Research Centre (IDRC)

250 Albert Street  
(P O Box 8500)  
Ottawa, Ontario  
K1G 3H9

Other Offices: Montevideo, Cairo, Dakar, Nairobi, New Delhi, Singapore.

Information: Ottawa/Hull (613) 236-6163.

Minister responsible:  
Minister for External Affairs and International Trade

### IDRC 1

The International Development Research Centre helps developing countries find their own long-term solutions to pressing development problems through support for research. Research projects are identified and carried out by Third World recipients independently or, occasionally, in collaboration with Canadian partners. IDRC involves the Canadian academic community in addressing the problems of international development through the Young Canadian Researchers Award. This award gives Canadian graduate students a chance to undertake 12 months of thesis research (master's or doctoral) in a developing country. Other awards available to Canadians include the Gemini Internship in Journalism, the PÉriscoop Internship in Journalism and the John G. Bene Fellowship in Social Forestry. The Centre's library contains some 75 000 documents and 3000 serials reflecting IDRC's interest and provides

library services and data-base access to Canadians working on international development in universities and other organizations.

### IDRC 2

Publications: the Centre publishes or produces monographs detailing research results; technical reports, training manuals, bibliographies and conference proceedings resulting from research projects sponsored by IDRC; films, videos and other visual materials featuring the work of researchers; a quarterly magazine available in English, French and Spanish entitled *IDRC Reports*; and a variety of general interest publications and audio-visual productions for the public both in Canada and abroad.

### IDRC 3

UN Conference on Environment and Development: at the Earth Summit in June 1992, IDRC was chosen by the Government of Canada to be one of the key Canadian implementing agencies for Agenda 21. IDRC will provide a leadership and advisory role in both the Canadian and international response to the UN Conference on Environment and Development (UNCED), particularly in IDRC's own area of expertise: research and capacity building for a sustainable and equitable development.



## International Joint Commission (IJC)

Canadian Section  
Berger Building, 18th Floor  
100 Metcalfe Street  
Ottawa, Ontario  
K1P 5M1

Great Lakes Regional Office: Windsor, Ontario  
(519) 256-7821.

United States Section: 1250 23rd Street N.W.,  
Washington, D.C. 20440 (202) 736-9000.  
Information: Ottawa/Hull (613) 995-2984.

### IJC 1

The International Joint Commission is a binational organization established under the 1909 Boundary Waters Treaty to assist in the solution and prevention of disputes on questions arising along the common frontier of Canada and the United States. It consists of three Canadian and three United States commissioners who adjudicate applications for the use, obstruction or diversion of waters that flow along, and in certain cases across, the boundary if such uses would affect the natural water levels or flows on the other side. The Commission also investigates specific issues and monitors situations relating to Canada – United States boundary waters when requested by the governments of Canada or the United States and makes recommendations to the two governments. One of the Commission's major responsibilities relates to the Canada-United States Great Lakes Water Quality Agreement. Through a standing reference the



**International Joint Commission (continued)**

Commission has been requested to assist governments in implementing the Agreement by reviewing and assessing programs and activities and providing advice and recommendations. The Commission also alerts governments to transboundary air quality problems along the common frontier. Additional specific responsibilities were given to the Commission under the Canada – United States Air Quality Agreement concluded in March 1991.


**Indian and Northern Affairs  
Canada (INAC)**
**Head Office**

Les Terrasses de la Chaudière, North Tower  
10 Wellington Street  
Hull, Quebec  
(Mail: Ottawa, Ontario K1A 0H4)

Information: General inquiries and publications,  
Ottawa/Hull (819) 997-0380; for other offices, see  
Part II, Addresses.

Minister responsible:

Minister of Indian Affairs and Northern Development

**Indian and Inuit Culture (INAC 1 – INAC 3)****INAC 1**

Indian Arts and Crafts: the Department promotes and documents native art, offers support to native artists and maintains representative collections of Indian artwork.

**INAC 2**

Indian and Inuit Cultural/Educational Centres: financial, professional, administrative and other forms of assistance are available to Indian and Inuit peoples for the establishment and operation of cultural/educational centres.

Inquiries: Ottawa/Hull (819) 997-9551.

**INAC 3**

Inuit Cultural Development and Linguistics: the Department promotes Inuit culture, values, lifestyles and linguistics through a variety of programs, including cultural grants and a program for facilitating the contemporary use of the Inuit language, Inuktitut, in its written forms and in the various communications media in the North.

Inquiries: Ottawa/Hull (819) 997-9551.

**Indian and Inuit Education and Training  
(INAC 4 – INAC 7)****INAC 4**

Elementary/Secondary Education: the Department provides or purchases a full range of education services for eligible elementary/secondary Indian students who reside on reserves or Crown lands and attend federal, band or provincial schools. It includes funding of Indian school boards and committees.

**INAC 5**

Postsecondary Education: financial support is provided to eligible treaty/status Indian and Inuit students attending degree, diploma and certificate granting postsecondary institutions recognized by a province, including students supported under the University and College Entrance Preparation (UCEP) Program. Under the Indian Studies Support Program (ISSP), the Department also contributes funding to Indian education organizations, Indian postsecondary institutions and other postsecondary institutions for the development and delivery of special programs and operational funding to the Saskatchewan Indian Federated College (SIFC).

**INAC 6**

Student and Educational Support Services for Elementary and Secondary Education: the Department provides for daily or seasonal transportation and financial support for students who must leave their communities to attend school. It also provides guidance, counselling and, if necessary, accommodation in boarding homes, group homes or student residences.

**INAC 7**

Northern Scientific Training Program (NSTP): this program, managed by the Department since 1961, supports Canadian universities in providing training that gives advanced students professional experience in the Canadian North and encourages them to develop a commitment to northern work. It aims to increase the number of graduates and other advanced students in Canadian universities who have specialized in some aspect of northern studies and who have northern research experience. The program provides supplementary financial assistance to university students to offset the logistical cost of conducting research in the North.

Inquiries: Circumpolar and Scientific Affairs Directorate,  
Ottawa/Hull (819) 997-9666.

**Indian Reserves (INAC 8 – INAC 10)****INAC 8**

Indian Reserves/Technical Services: through Public Works Canada, the Department provides a range of planning, design, construction, technical operations and asset management services indirectly in the form of advice and support and directly by managing some projects, for the infrastructure and buildings on Indian reserves.



**INAC 9**

**Indians/Contracting:** the Contract Services Division provides contract administration and advisory services, and undertakes policy development for consulting and non-consulting types of contracts. It also provides tendering and contract award services (including arrangements for temporary help) as well as training on contract-related issues. In addition, contract training packages and contracting guidelines are developed and made available to Indian bands and native communities via Public Works Canada.

**INAC 10**

**Indian Reserves/Environmental Protection:** the Environment Directorate provides technical, financial and other assistance to Indian communities to deal with environmental issues affecting Indians and their reserves. This includes environmental assessment and regulatory processes, clean-up activities, compensation negotiations and environmental workshops. The Directorate also assists other sectors of the Indian and Inuit Program with their environmental and assessment and planning activities. In addition, it works with other federal departments which monitor environmental issues that affect Indians and their lands. In this regard, the Directorate seeks to ensure that federal environmental policies and programs are responsive to Indian interests and are developed through direct Indian consultations.

**Indian Lands (INAC 11 – INAC 17)****INAC 11**

**Indian and Crown Lands:** the Department operates a land registry and keeps records of legal interests in Indian reserve lands and of transactions affecting those interests. It researches departmental and other records to determine the status of Indian and other lands. Certified copies of documents showing evidence of interest in Indian reserve and Crown lands of Canada are provided to bands, individual band members and the public. The Department manages property and usufructuary interests in Indian reserves and designated and surrendered lands. It also acquires land for addition to reserves.

**INAC 12**

**Indians/Treaty Obligations:** the Department, along with other federal government departments, is responsible for the administration of the Crown's treaty obligations to the Indian people. These obligations vary in nature, reflecting the historical period in which they were signed. The terms may be one-time obligations or ongoing and indefinite. They may include the payment of annuities, the provision of reserve lands, the recognition of hunting, trapping and fishing rights or other items, depending on the treaty in question. Through the Treaty Policy and Review Branch, the Department co-ordinates policy development on treaty issues and supports the Office of the Treaty Commissioner in Saskatchewan. It works to ensure that all legal obligations of the federal government under treaties are fulfilled, and that policies and programs delivered by the Department conform with the spirit and intent of treaties, where appropriate.  
Inquiries: Ottawa/Hull (819) 994-0979.

**INAC 13**

**Comprehensive Land Claims:** comprehensive claims negotiations are conducted with aboriginal groups that continue to use and occupy traditional lands, in cases where aboriginal title has not been dealt with by treaty or superseded by law. Negotiations involve the aboriginal groups and the provincial or territorial governments.  
Inquiries: Comprehensive Claims Branch, Ottawa/Hull (819) 997-8145.

**INAC 14**

**Specific Claims/Claims Settlement:** specific claims are those based on grievances that Indian people might have about the federal government's past administration of Indian lands and other assets under the various acts affecting Indians and reserve lands, or about the federal government's fulfilment of Indian treaties and other agreements. The Specific Claims Branch reviews specific claims that have been presented to the government to identify and analyse the historical and factual elements relating to the claims. It consults with the Department of Justice respecting the legal basis of such claims. The Branch also represents the Minister of Indian Affairs and Northern Development and the federal government in specific claims negotiations with Indian bands across the country. Other activities include identifying policy issues and making recommendations concerning their resolution. In the implementation of specific claims policies, the Branch works with the Indian Specific Claims Commission. In the development of policy options, the Branch consults closely with Indian representatives.

**INAC 15**

**Indian and Inuit/Land Claim Funding:** funding is provided to Indian bands and Indian and Inuit associations for research and negotiations on specific and comprehensive land claims.

**INAC 16**

**Indian Reserves Administration:** the Department processes and provides advice concerning quasi-judicial appointments, such as justices of the peace and commissioners for oaths.

**INAC 17**

**Indian Band By-laws:** ministerial discretion is exercised pursuant to the Indian Act and the Cree-Naskapi (of Quebec) Act to let band by-laws come into force or to disallow them. This service includes recording by-laws; giving training sessions; responding to related inquiries with respect to existing policies and procedures; and providing a band by-law advisory service to advise bands and their legal representatives on by-law administration.

**Indian Band Membership and Administration (INAC 18 – INAC 29)****INAC 18**

**Indians/Status and Entitlement:** the INAC Registrar determines whether individuals are entitled, under the Indian Act, to be registered as Indians. For those bands for which INAC administers membership, the Registrar determines whether individuals may be members of a

**Indian and Northern Affairs Canada** (*continued*)

particular band. It also provides, on request, certificates of Indian status to persons registered as Indians under the Indian Act.

**INAC 19**

Indian Register: the Department maintains the Indian Register and band lists containing the names of all persons registered as Indians under the Indian Act. It also maintains band lists for bands whose membership is recorded by the Department.

**INAC 20**

Band Control of Membership and Band List: the Membership and Entitlement Directorate administers the provisions of the Indian Act respecting band control of its membership and the transfer of responsibility to a band for maintaining its band list. The Directorate processes the notice to the Minister from the council of a band, analyses the band's membership rules to determine whether they protect the acquired rights of persons and reviews the consent given by the electors of the band concerning the membership rules and the band's intention to assume control of its own membership. Where the conditions of the Indian Act are met, the Minister notifies the band that it has assumed control of its own membership. The Registrar then provides the band with a copy of the band list maintained in the Department.

**INAC 21**

Band Membership Rules Development and Implementation Grants: the Development Grant helps Indian bands develop membership rules. Bands are eligible to apply for assistance separately, jointly or through an umbrella organization. The Implementation Grant helps Indian bands implement a system for administering their own membership provisions. Bands that have been given the mandate to assume control of their own membership by obtaining the consent of a majority of the electors of the band are eligible for the grant. The amount of assistance is determined by a formula based on the registered band membership on the date the band primarily assumes control of this function.

**INAC 22**

Indians/Band Elections: the Department administers sections 74 to 80 of the Indian Act and the Indian Band Election Regulations, including appointing electoral officers, presiding over elections, recording results and handling election appeals. This covers work associated with by-elections, electoral vacancies, disqualifications, changes in composition of councils or electoral districts, band requests to revert to custom elections, responding to inquiries and providing advice and assistance to bands.

**INAC 23**

Indians/Band Amalgamation: the Department administers requests from Indian bands wishing to amalgamate or divide.

**INAC 24**

Indians/Band Funds Administration: the Department, on behalf of the Indian people, administers and provides advice concerning Indian band funds (capital and revenue) held in the Consolidated Revenue Fund.

**INAC 25**

Indians/Funds Involving Indian Children: the Department maintains records and administers the funds of Indian children adopted by non-Indians.

**INAC 26**

Self-government Negotiations: the Department offers assistance in the negotiation and development process regarding self-government proposals.

**INAC 27**

Indian Test Case Funding Program: this program facilitates the resolution of legal issues and builds up a body of legal precedents for the benefit of both the Indian people and the federal government. The program contributes to the legal and associated costs of approved Indian-related litigation which has potential to become judicial precedence. Funds are available at the appeal level only.

Inquiries: Litigation Support Directorate, Ottawa/Hull (819) 994-6730.

**INAC 28**

Bill C-31 Test Case Funding Program: this program ensures that individuals, groups, organizations and bands have recourse to the courts in matters where they believe their rights may be affected by Bill C-31 legislation. This program contributes to the legal and associated costs of actions related specifically to the implementation of Bill C-31, an Act to Amend the Indian Act. Funding is available at the trial level.

Inquiries: Litigation Support Directorate, Ottawa/Hull (819) 994-6730.

**INAC 29**

Indians/Estate Administration: the Department is responsible for the administration of the estates of deceased, mentally incompetent and infant Indian people.

**Indian Resources/Policy Regulations  
(INAC 30 – INAC 33)****INAC 30**

Access to Resources: the Department assists aboriginal communities in obtaining or increasing economic returns from on-reserve natural resources; gaining or enhancing access to off-reserve resources; and gaining or increasing economic benefits from major resource projects near reserves. Assistance is provided in a variety of forms including the maintenance of basic mineral inventories; an arrangement with Forestry Canada to develop inventories of on-reserve forests; assistance in financing and advocacy services in band or community negotiations with provinces, investors or major developers to arrange agreements for on- and off-reserve resource development; technical assistance for resource development, training and activities to enhance band and community awareness of resources;





and administration of regulations that permit Indian bands to manage and dispose of on-reserve resources in a cost-effective manner.

### INAC 31

**Indian Oil and Gas Canada:** Indian Oil and Gas Canada (IOGC) was established in 1987 as a business oriented branch within Indian and Northern Affairs Canada. The organization is responsible for working with First Nations in the management of oil and gas resources from their reserve lands, pursuant to requirements of the Indian Oil and Gas Act and the Indian Oil and Gas Regulations. IOGC provides technical information, advice and services involving verification of title ownership and determination of hydrocarbon potential; negotiation and leasing to industry of oil and gas rights, related surface rights and any amendments thereto; and administration and management of lease contracts. It also ensures that industry operations remain in compliance with lease contracts, legislative and other requirements.

Inquiries: Calgary (403) 292-5625.

### INAC 32

**Indian Taxation Powers:** the 1988 amendments to the Indian Act related to property taxation (Bill C-115) substantially strengthen Indian taxation powers on reserve lands. An Indian-controlled Indian Taxation Advisory Board was created to guide the exercise of these powers and the development of this new field. The Board is supported by a secretariat within INAC's Lands, Revenues and Trusts.

Inquiries: Ottawa/Hull (819) 997-1876.

### INAC 33

**Indian Timber Regulations:** the Department administers Indian timber regulations, implements forest fire protection agreements with the provinces and maintains trust responsibility for forest resources on Indian reserves. The regulations are currently under review.

## Economic Development (INAC 34 – INAC 35)

### INAC 34

**Indian/Inuit Commercial Development:** the Department delivers lending programs through the Indian Economic Development Fund and the Inuit Economic Development Programs including direct loans for Indian and Inuit businesses not served by aboriginal capital corporations. It also provides guaranteed loans for Indian businesses on reserves. The Department offers advisory services to Indian and Inuit businesses not receiving such services from a recognized aboriginally owned and controlled Community Economic Development Organization (CEDO).

### INAC 35

**Canadian Aboriginal Economic Development Strategy (CAEDS):** three government departments, (Indian and Northern Affairs Canada, Employment and Immigration Canada and Industry, Science and Technology Canada) are working together to implement the CAED strategy. Within Indian and Northern Affairs, this implementation requires a partnership between the government and

aboriginal people in planning, organizing and directing their community and resources development.

Inquiries: (819) 997-0109.

## Human Resources (INAC 36)

### INAC 36

**Inuit Counselling:** the Department assists an Inuit organization in Ottawa in providing counselling services to Inuit who have moved to southern Canada to help them adapt to the southern urban environment. An annual financial contribution to cover the costs of a basic counselling service is provided through this program.

Inquiries: Ottawa/Hull (819) 997-9336.

## Natural Resources and Economic Development (INAC 37 – INAC 42)

### INAC 37

**Northern Land Use and Management:** the Department is responsible for the management of lands and resources in the North and for the preparation and updating of associated legislation, regulations and policy that involves interaction with other agencies and governments, native people, developers, conservationists and others with an interest in the resources of Yukon and the Northwest Territories. It also manages the disposal of surface rights and controls the use of Crown lands in Yukon and the Northwest Territories in accordance with the Territorial Lands Act and the various regulations.

### INAC 38

**Northern Water Management:** the Department is responsible for the management of the inland waters of Yukon and the Northwest Territories. Through regional offices in Whitehorse and Yellowknife, and district offices in northern communities, the Department monitors water quality and quantity, and enforces the terms and conditions of water use licences issued by water boards of Yukon and the Northwest Territories.

### INAC 39

**Northern Non-renewable Resources:** the Department is responsible for mineral resources, including oil and gas, in the Northwest Territories, Yukon and the adjacent continental shelf. It exercises this responsibility by developing and implementing policies, legislation, plans and procedures that encourage exploration, development and conservation of northern non-renewable resources. The Northern Affairs Program has joint responsibility with the National Energy Board for developing and managing hydrocarbon resources policy and for co-ordinating oil and gas activities. The Department also grants and maintains mineral rights north of 60 degrees latitude, and collects Crown revenues from northern mining.

### INAC 40

**Northern Oil and Gas Action Program (NOGAP):** this program aims to accelerate the socio-economic, environmental and technical research and planning activities of concerned federal departments and the territorial governments. It also supports government

policy, regulatory and management responsibilities and strives to achieve a state of preparedness for northern hydrocarbon production in the early 1990s.

#### INAC 41

Northern Economic Development: the Department has the federal lead for the development and management of co-operative federal-territorial economic development agreements designed to enhance the economic circumstances and opportunities of northern residents.

#### INAC 42

Fur Development Program: the Department encourages and supports the cultural, social and economic significance of trapping to native and northern peoples. Other aspects of the program include greater co-operation and participation by federal, territorial and provincial agencies and native and private groups in organizing and delivering trapper education courses, as well as investigating opportunities for extending native and northern participation into other sectors of the fur industry.

### Strategic Planning and Research (INAC 43 – INAC 47)

#### INAC 43

North American Air Defence Modernization Project (NAADM): the NAADM Project, under the leadership of the Department of National Defence, is modernizing the air surveillance system around the perimeter of North America. This entails, in part, the construction, operation and maintenance of new radar sites and upgraded northern airfields. As a member of the interdepartmental project team, Indian and Northern Affairs Canada manages and co-ordinates policies, strategies and processes for environmental and regulatory review, approval, inspection and enforcement; develops and implements policies and programs that will produce northern economic benefits from NAADM activities; incorporates the provisions of native land claims settlements and negotiations into NAADM activities; and co-ordinates and manages participation of the territorial governments and native associations in the project.  
Inquiries: Ottawa/Hull (819) 996-6919.

#### INAC 44

Northern Native Research and Consultation Contributions: the Department helps northern native organizations engage in research or conduct consultations in matters of social, political or economic importance or concern to them. Assistance is provided in the form of financial contributions, primarily to cover salaries and travel costs.  
Inquiries: Ottawa/Hull (819) 997-9336.

#### INAC 45

Canadian Polar Commission: the Commission plays a key role in the development and dissemination of polar knowledge in Canada. It monitors the state of polar research in the North and provides advice to government, industry and other institutions on polar issues. It also promotes Canadian Arctic Sovereignty and provides Canada with a higher profile in international circumpolar research and co-operation.

#### INAC 46

Circumpolar Affairs Division: the Department monitors the consequences of socio-economic and technical developments in the circumpolar region. It plans and manages this kind of research in support of northern affairs program objectives, and co-ordinates selected scientific and technical agreements involving the governments of other circumpolar countries. It also advises federal and territorial government administrators and scientists on circumpolar affairs and provides liaison with foreign government agencies, universities, institutions and scientists.

#### INAC 47

Arctic Environmental Strategy: the Strategy is a six-year initiative of the federal government's Green Plan to provide funding and programs to help clean up the environment in the territories and to deal directly with the problems facing the North.

The Strategy has four components. These include contaminants (the study, assessment and elimination of pollutants); waste (clean-up of unsafe, hazardous and unsightly waste); water (water monitoring network to determine quality and quantity); and integration of the environment and the economy (sustainable economic development in harmony with the environment).

Inquiries: Ottawa/Hull (819) 997-0380.



### Investment Canada (INV)

C D Howe Building  
235 Queen Street, 5th Floor West  
(P O Box 2800, Station D)  
Ottawa, Ontario  
K1P 6A5

Information: Ottawa/Hull (613) 995-0465.

Minister responsible:  
Minister of Industry, Science and Technology

Established in 1985, Investment Canada promotes and facilitates investment in Canada by Canadians and non-Canadians; carries out investment research; provides the Minister with policy advice on investment matters; and, under the Investment Canada Act, reviews major foreign investments to ensure they bring net benefit to Canada.

#### INV 1

Investment Promotion and Services: Investment Canada develops investment promotion methodologies and activities; provides potential investors with information about investment and market opportunities in Canada; works with large corporate clients; and supports the retention and expansion of existing business investment in Canada.

Inquiries: Ottawa/Hull (613) 992-4916.



**INV 2**

Investment Prospecting: this program assists small- and medium-sized Canadian companies in high-technology sectors to attract capital through equity investments, joint ventures or strategic alliances; aims to enhance technological capabilities of Canadian firms; and persuades high-tech foreign firms that Canada is the best entry point to the North American market.

Inquiries: Ottawa/Hull (613) 992-3847.

**INV 3**

Communications: this Division publishes and distributes Agency publications, including the quarterly newsletter, *Investing in Canada*, an annual report, news releases and the monthly news release which lists reviewable and notifiable foreign investments.

Inquiries: Ottawa/Hull (613) 995-9525.

**INV 4**

Investment Policy: the Agency monitors national and international investment climates; examines the investment policies and regulations of other countries or regions; analyses a range of investment issues that could affect Canadian business; provides policy advice to the Minister and senior Agency managers; and develops policy proposals on investment issues.

Inquiries: Ottawa/Hull (613) 995-9603.

**INV 5**

Investment Research: the Agency carries out research related to domestic and international investment and assists in the development of industrial and economic policies that affect investment in Canada. As a centre of excellence on investment issues, the research group contributes to a better understanding of the investment environment, trends and corporate behaviour.

Inquiries: Ottawa/Hull (613) 995-7077.

**INV 6**

Information Centre: open to the public, the Centre collects documentation relevant to investment and provides research services and on-line data-base support to Agency staff.

Inquiries: Ottawa/Hull (613) 996-1921.

**INV 7**

Investment Review, Corporate Secretary and Legal Services: legislation counsellors, review officers and senior managers provide advice to investors on investment proposals with respect to provisions of the Investment Canada Act; whether a proposal would require a review; and whether laws such as the Competition Act and other legislation or policies are relevant to an investor's proposal.

Inquiries: Ottawa/Hull (613) 995-9496.



## Immigration and Refugee Board (IRB)

Head Office  
240 Bank Street  
Ottawa, Ontario  
K1A 0K1

Information: Ottawa/Hull (613) 995-6486; regional offices see Part II, Addresses.

Minister responsible:  
Minister of Employment and Immigration

**IRB 1**

The Immigration and Refugee Board (IRB) is an independent administrative tribunal consisting of two distinct divisions: the Immigration Appeal Division (IAD) and the Convention Refugee Determination Division (CRDD).

The Appeal Division hears appeals from people such as permanent residents of Canada and holders of a valid visitor's visa who have been denied entry to, or ordered to remove themselves from, Canada. The Appeal Division also hears appeals from Canadian citizens and permanent residents who have sponsored applications by close family members wishing to immigrate to Canada, which have been refused by a visa officer. The CRDD, or Refugee Division, adjudicates refugee claims in accordance with the Canadian Charter of Rights and Freedoms, the United Nations Convention relating to the status of refugees and Canada's humanitarian traditions. It seeks to provide refugee claimants with a fair, honest and efficient appraisal of their claims.

**IRB 2**

Documentation Centre: the Centre is the principal source in Canada of credible and trustworthy information on refugee and immigration issues. While it was established to meet the information needs of the IAD and the CRDD, the Documentation Centre also serves as a public affairs and education resource.





## Industry, Science and Technology Canada (ISTC)

Head Office  
C D Howe Building  
235 Queen Street  
Ottawa, Ontario  
K1A 0H5

Information: Ottawa/Hull (613) 952-ISTC (4782);  
regional and local offices see Part II, Addresses.

Ministers responsible:  
Minister of Industry, Science and Technology,  
Minister for Science and  
Minister of State for Small Businesses and Tourism

### Aboriginal Economic Programs (ISTC 1 – ISTC 4)

The following programs are delivered by ISTC as part of the Government of Canada's Canadian Aboriginal Economic Development (CAED) Strategy. Indian and Northern Affairs Canada and Employment and Immigration Canada deliver other components of the CAED Strategy.

#### ISTC 1

Aboriginal Business Development and Joint Ventures Program: this program provides financial and development assistance to aboriginal individuals and communities enabling them to establish, expand and acquire business enterprises. It provides comprehensive support for aboriginal entrepreneurs at the earliest stages, from developing a business plan, through to the initial operating stage, when expert advice is often necessary. Under the joint ventures component, clients are encouraged to enter into business with the non-aboriginal private sector. In addition to enhancing access to business financing, this arrangement facilitates the transfer of management, technical and other business skills to aboriginal entrepreneurs.

Inquiries: Ottawa/Hull (613) 954-4064 or call the nearest Aboriginal Economic Programs office see Part II, Addresses.

#### ISTC 2

Aboriginal Capital Corporations (ACCs): this CAED strategy element supports and builds on the network of autonomous aboriginal financial institutions established across the country, which were backed financially by ISTC's former Native Economic Development Program. ACCs allow aboriginal peoples to manage their own financial infrastructure and make capital available locally to aboriginal businesses.

Inquiries: Ottawa/Hull (613) 954-4064 or call the nearest Aboriginal Economic Programs office see Part II, Addresses.

#### ISTC 3

Research and Advocacy: this Program supports studies, conferences and seminars that can lead to aboriginal business development. It ensures effective management and co-ordination of the strategy

programs and allows for research and policy analyses. ISTC's advocacy role is also designed to promote greater awareness of aboriginal business achievement through public information programs.

Inquiries: Ottawa/Hull (613) 954-4064 or call the nearest Aboriginal Economic Programs office see Part II, Addresses.

#### ISTC 4

Aboriginal Economic Programs – External Delivery Organizations: to give aboriginal clients better access to ISTC's Aboriginal Economic Programs (AEP), arrangements have been made with a number of aboriginal organizations to undertake business development activities in their communities. As a result, services to clients have been enhanced and important business skills transferred to the aboriginal development officers and organizations involved. The network of delivery organizations is being expanded to enable as many AEP clients as possible to gain access to business development funding through their own organizations.

Inquiries: Aboriginal Economic Programs, Ottawa/Hull (613) 954-4064; Fax (613) 957-7010 or any Aboriginal Economic Programs offices see Part II, Addresses.

### Science and Technology (ISTC 5 – ISTC 23)

#### ISTC 5

Advanced Manufacturing Technology Application Program (AMTAP): AMTAP is a national service-oriented program providing advice to small- and medium-sized firms. Its purpose is to identify areas where new equipment or improved use of existing facilities and personnel will improve productivity and competitiveness. Financial assistance may be provided for companies to engage consultants to review their current operations with respect to long-term strategy, define areas of improvement, analyse costs and benefits of alternatives, and prepare and manage an implementation plan. The underlying philosophy of AMTAP is that technology is necessary but, in itself, is not sufficient for competitiveness: companies also need to consider modern management practices and improved work force utilization.

Inquiries: Technology Applications Directorate, Information Technologies Industry Branch, Ottawa/Hull (613) 952-0198; Fax (613) 952-8419.

#### ISTC 6

Technology Outreach Program - Advanced Industrial Materials Networks (TOP-AIM): financial assistance for building and promoting national networks to accelerate investment in the development and application of advanced industrial materials is available through TOP-AIM. These networks exchange information, identify emerging technologies and applications, and draw attention to domestic and international markets of strategic importance.

TOP-AIM supports non-profit, private-sector national networks of university scientists, engineers and industrialists. In addition to start-up funding, the program may provide funding for a range of co-operative ventures related to the exchange of information and to joint research and development





planning.

Inquiries: Advanced Industrial Materials Directorate, Materials Branch, Ottawa/Hull (613) 954-3114; Fax (613) 954-3079 or any ISTC business service centre see Part II, Addresses.

#### ISTC 7

International Business Development: ISTC develops industrial strategies and related initiatives for international markets. It articulates Canadian interests in the development and implementation of international agreements in industrial co-operation and science and technology.

Inquiries: International Affairs Directorate, Trade Policy and International Affairs Branch, Ottawa/Hull (613) 954-8895 or any ISTC business service centre, see Part II, Addresses.

#### ISTC 8

Japan Science and Technology Fund: the fund was created to enhance Canada's scientific and technological base by expanding mutually beneficial collaboration with Japan. It can support the Canadian portion of joint research and development projects between Canadian and Japanese companies, researcher visits to Japan, research exchanges and Japanese language training for Canadian researchers with plans to work at least six months in Japan.

Inquiries: Technology Outreach Directorate, Services to Business Branch, Ottawa/Hull (613) 952-1170 or 954-3457 or any ISTC business service centre, see Part II, Addresses.

#### ISTC 9

Microelectronics and Systems Development Program: financial assistance is provided to Canadian companies undertaking the research and development of innovative, generic microelectronic components and of systems based on advanced microelectronics and information technologies.

Inquiries: Programs and Planning, Information Technologies Industry Branch, Ottawa/Hull (613) 954-3454 or any ISTC business service centre, see Part II, Addresses.

#### ISTC 10

National Advisory Board on Science and Technology (NABST): launched in 1986, NABST advises the Prime Minister on how science and technology can be more effectively exploited in Canada. The Board is composed of representatives from Canadian industry, labour and the university community.

Inquiries: National Advisory Board on Science and Technology Secretariat, Science and Technology Sector, Ottawa/Hull (613) 990-6260 or any ISTC business service centre, see Part II, Addresses.

#### ISTC 11

Strategic Technologies Program: financial assistance is provided to support alliances in research, development and technology applications in the fields of information technology, biotechnology and advanced industrial materials. These industry-led alliances can involve foreign firms, universities or research institutes that want to pool resources on research and development and on pre-commercial technology application projects.

Inquiries: Programs and Planning, Information

Technologies Industry Branch, Ottawa/Hull (613) 954-3470; Advanced Industrial Materials Directorate, Materials Branch, Ottawa/Hull (613) 954-3114; Biotechnology Division, Chemicals and Bio-Industries Branch, Ottawa/Hull (613) 954-3042; or any ISTC business service centre, see Part II, Addresses.

#### ISTC 12

Technology Opportunities Showcase: these two-day exhibitions involve between 25 and 150 Canadian and foreign technology specialists who also provide a series of seminars. Exhibitors include government specialists (federal, provincial and foreign), universities, technology associations, specialized institutes and data base specialists.

Inquiries: Technology Outreach Directorate, Services to Business Branch, Ottawa/Hull (613) 954-5256 or any ISTC business service centre, see Part II, Addresses.

#### ISTC 13

Canada Scholarships Program: this national program recognizes outstanding students and encourages them to pursue undergraduate studies in the natural sciences, engineering and related disciplines. A minimum of 2500 new scholarships, each worth \$2000 per year, are awarded annually to top Canadian students entering undergraduate studies in eligible fields. Scholarships are renewable for up to three additional years, for a maximum of \$8000 over four years. At least half of the scholarships are awarded to women, and residents of each province and territory are awarded a minimum of 10 scholarships. The program is administered by the Association of Universities and Colleges on behalf of ISTC.

Inquiries: Ottawa/Hull (613) 993-7597; (613) 563-1236 or any ISTC business service centre, see Part II, Addresses.

#### ISTC 14

Canadian Scholarships in Technology: this new initiative is designed to broaden the scope of the Canada Scholarship Program. It focuses on students enrolling in eligible technology programs related to the natural sciences, engineering and the primary industries at community colleges, institutes of technology and CEGEPs. A minimum of 800 scholarships were provided in 1992. This will increase to 1600 in 1995. They have a maximum value of \$2000 annually or up to \$6000 over a maximum of three years and will be awarded in roughly equal numbers to men and women. The Canada Scholarships in Technology will be administered by the Association of Canadian Community Colleges.

Inquiries: Ottawa/Hull (613) 746-4906 or any ISTC business service centre, see Part II, Addresses.

#### ISTC 15

National Innovators in the Schools, Frontrunners and Wizards Networks: the networks, sponsored by the Canada Scholarships Program and its corporate partners, is a co-operative federal-provincial/territorial initiative. The networks help and encourage professional and retired scientists, engineers, technicians and technologists, as well as Canada Scholars and other top students to visit schools in their communities. Such visits are designed to excite



## **Industry, Science and Technology Canada** (continued)

elementary and secondary students and teachers about science and technology. The initiative has a goal of maintaining a pool of 25 000 active volunteers nationally. Inquiries: Ottawa/Hull (613) 993-7597 or any ISTC business service centre, see Part II, Addresses.

### **ISTC 16**

Workshops on Informatics for Senior Executives (WISE): this project brings together industry executives, equipment suppliers and technology experts to identify opportunities for enhancing the use of information technologies in selected industries. It focuses on creating and using information technologies for competitive advantage and on encouraging collaboration in advanced applications. Inquiries: Technology Applications Directorate, Information Technologies Industry Branch, Ottawa/Hull (613) 954-3467 or any ISTC business service centre, see Part II, Addresses.

### **ISTC 17**

Science Culture Canada Program: funding of \$2.5 million each year is available for projects that bring the excitement and potential of science and technology to Canadians, especially young people. Projects include television programs, films, magazines, education kits, exhibits, lectures, workshops, plays and camps. Funds are divided among single projects and the varied activities of groups that promote science and technology. A committee of non-government experts reviews applications. Competitions for funds are held twice a year, with application deadlines of 15 October and 15 April.

Inquiries: Science and Technology Public Awareness Campaign Secretariat, Science and Technology Sector, Ottawa/Hull (613) 993-5249 or any ISTC business service centre, see Part II, Addresses.

### **ISTC 18**

Public Awareness Campaign on Science and Technology: this initiative makes Canadians, particularly youth, more aware of the integral role science and technology play in our personal lives, national economic prosperity and international competitiveness. The campaign also aims to convince Canadians that science and technology are fascinating, fun and rewarding. The focus is on changing public attitudes and, ultimately, behaviour so youth will pursue science and technology studies and careers; parents will show an interest in science and technology education; businesses will fully exploit the potential of science and technology; and Canadians will develop a science culture.

Inquiries: Science and Technology Public Awareness Campaign Secretariat, Science and Technology Sector, Ottawa/Hull (613) 990-6121 or any ISTC business service centre, see Part II, Addresses.

### **ISTC 19**

Networks of Centres of Excellence: this program promotes excellence in long-term fundamental research relevant to Canada's international competitiveness. Fifteen networks have been established and provided

with multi-year financial assistance through the federal granting councils to help integrate industry, universities and government into national research networks. The networks were selected on the basis of an open competition, recommendations from an international review committee and an advisory committee of eminent Canadians.

Inquiries: Networks of Centres of Excellence, Science Sector, Ottawa/Hull, (613) 993-6857 or any ISTC business service centre, see Part II, Addresses.

### **ISTC 20**

Technology Networking System: this is a data base of Canadian and international technology centres, expertise and sources, and is available through ISTC business service centres. Selected portions of the data base are printed as a series of *Technology Networking Guides*, also available through ISTC business service centres.

Inquiries: Technology Outreach Directorate, Services to Business Branch, Ottawa/Hull (613) 954-5256 or (613) 954-2899; Fax (613) 992-7499 or any ISTC business service centre, see Part II, Addresses.

### **ISTC 21**

MERIT Partnership Program: the program, Mandate for Export and Research and development in Information Technology (MERIT) evolved from the former rationalization policy. Its mission is to enhance the nation's information technology sector by recognizing international information technology firms that have made significant commitments to industrial development in Canada. MERIT partners make a broad range of industrial development commitments to Canada including manufacturing and sourcing for export, investment in research and development, strategic alliances that benefit Canadian companies, supplier development and support for science and technology infrastructure. This program is administered jointly by ISTC and Supply and Services Canada. While MERIT partner status is recognized as a badge of good corporate citizenship, MERIT partners are given the additional benefit of national treatment in federal government procurement of computers and office equipment.

Inquiries: Merit Partnership Program, Computers and Emerging Technologies Directorate, Information Technologies Industry Branch, Ottawa/Hull (613) 952-8420; Fax (613) 952-8419.

### **ISTC 22**

Computer Industry Resources Committed to the Leading Edge (CIRCLE): the program was established by ISTC and Supply and Services Canada to recognize Canadian-made products of companies that meet a stringent set of criteria that set them apart as true Canadian computer manufacturers.

The program's objective is to allow government buyers to select high-quality computer products manufactured in Canada, subject to trade agreements and the availability of sufficient competition. This is a companion to the MERIT Partnership Program which recognizes certain multinational computer companies for their industrial development initiatives in Canada.

Inquiries: Information Technologies Industry Branch, Ottawa/Hull (613) 952-8420; Fax (613) 952-8419.





### ISTC 23

**Environmental Technology Commercialization Program:** the Environmental Technology Commercialization Program provides direct financial assistance to alliances, partnerships, joint ventures and consortia. It shares costs of first-time pilot projects or of demonstrations of new environmental technologies, which are judged to be technically and commercially viable. The program is administered by ISTC with the support of Environment Canada and the Industrial Research Assistance Program (IRAP) Network of the National Research Council. The Environmental Technology Commercialization Program is a component of the technology for the Environmental Solutions Initiative, which also includes the Technology Transfer Program and the Environmental Technology Network. Inquiries: Environmental Industries Directorate, Environmental Affairs Branch, Ottawa/Hull (613) 954-3242; Fax (613) 954-3430 or any ISTC business service centre, *see* Part II, Addresses.

## Business Services (ISTC 24 – ISTC 35)

### ISTC 24

**Business Service Centres (BSCs):** these centres, located at regional offices throughout Canada, provide counselling and information on programs related to industry, trade, technology and science. Inquiries: Ottawa/Hull (613) 952-4782 or any ISTC business service centre, *see* Part II, Addresses.

### ISTC 25

**Business Opportunities Sourcing System (BOSS):** BOSS is a sourcing system containing basic information on over 27 000 Canadian companies. It maintains a computer listing of Canadian manufacturers, international trading houses, freight forwarders and service firms. Over 6000 domestic and international users consult BOSS to locate Canadian suppliers, identify products and services for sourcing, obtain market intelligence and assess market opportunities. Inquiries: Services to Business Branch, Ottawa/Hull (613) 954-5031 or any ISTC business service centre, *see* Part II, Addresses.

### ISTC 26

**Canada Awards for Business Excellence (CABE):** these annual awards honour outstanding business achievers in eight categories: invention, innovation, industrial design, entrepreneurship, environment, marketing, small business and total quality. They are open to businesses of all sizes and in all fields of economic activity. Independent private-sector experts select up to three award winners in each category. Winners may use the CABE logo on their products and publications. Inquiries: Services to Business Branch, Ottawa/Hull (613) 954-4079; Fax (613) 954-4074 or any ISTC business service centre, *see* Part II, Addresses.

### ISTC 27

**Capital Projects:** ISTC promotes Canadian access to capital projects by advising on international opportunities, partnerships and joint venture strategies. The Department also supports External Affairs and International Trade Canada with marketing initiatives for

capital projects. Access to domestic capital projects is promoted by reviewing potential major projects within Canada, providing advice on opportunities for participation of Canadian companies in such projects, advising project sponsors on Canadian capabilities and recommending Canadian content.

Inquiries: Construction Industry and Capital Projects Directorate, Service and Construction Industries Branch, Ottawa/Hull (613) 954-2993 or any ISTC business service centre, *see* Part II, Addresses.

### ISTC 28

**dISTCover:** this program assists entrepreneurs in identifying new business opportunities. It includes a data bank of more than 25 000 products, processes and technologies from worldwide sources that are available for licence in Canada.

Inquiries: Market Intelligence and Technology Opportunities Service, Services to Business Branch, Ottawa/Hull (613) 957-4977; Fax (613) 954-2340 or any ISTC business service centre *see* Part II, Addresses.

### ISTC 29

**Environmental Industries Sector Initiative:** the initiative assists environmental industries to identify and capture opportunities related to growing domestic and international markets for environmental products and services. Phase I (1989 to 1992) concentrated on building networks among the main stakeholders (industry, research institutes and governments) and developing an understanding of the environmental industry, its markets and technologies. Phase II (1992 to 1997) will implement a co-ordinated set of activities to enhance the international competitiveness of Canada's environmental industry.

Inquiries: Environmental Industries Directorate, Environmental Affairs Branch, Ottawa/Hull (613) 954-3216 or any ISTC business service centre *see* Part II, Addresses.

### ISTC 30

**Sector Competitiveness Initiatives:** assistance is provided for joint industry-government initiatives to improve the international competitiveness of specific Canadian industries, especially in terms of the application of technologies and innovations. To date, campaigns have been approved in the areas of advanced manufacturing technologies, automotive components, commercial education and training services, forest products, environmental industries, medical devices, fashion apparel, microelectronics, software products, the wine industry and fishery products.

Inquiries: Sector Policy Integration Directorate (ITRO), Ottawa/Hull (613) 954-2908 or any ISTC business service centre, *see* Part II, Addresses.

### ISTC 31

**Interfirm Comparisons Program:** this program helps businesses in selected industry sectors improve productivity, profitability and competitiveness by measuring their performance as compared to other firms involved in the same type of activity. Each participating firm receives a report which reviews the firm's strengths and weaknesses. The data collected from each firm is treated confidentially.

## **Industry, Science and Technology Canada** (continued)

Inquiries: Productivity Improvement Service, Services to Business Branch, Ottawa/Hull (613) 954-4971 or any ISTC business service centre, *see* Part II, Addresses.

### **ISTC 32**

Manufacturing Visits Program: this service organizes structured visits for senior managers of manufacturing companies to firms currently employing new manufacturing technologies.

Inquiries: Technology Applications Directorate, Information Technologies Industry Branch, Ottawa/Hull (613) 954-3467 or call toll-free 1-800-661-0107 or any ISTC business service centre, *see* Part II, Addresses.

### **ISTC 33**

Market Intelligence Service: this initiative disseminates competitiveness information and publishes reports that analyse Canadian and US markets for products that could lead to new or expanded manufacturing in Canada. A series of publications describes Canadian imports and importers, production exports, foreign exporters to Canada, tariffs and US imports.

Inquiries: Market Intelligence and Technology Opportunities Service, Services to Business Branch, Ottawa/Hull (613) 954-4970; Fax (613) 954-2340 or any ISTC business service centre, *see* Part II, Addresses.

### **ISTC 34**

Program for Export Market Development (PEMD): PEMD is a trade promotion program of External Affairs and International Trade Canada, implemented jointly with ISTC. It offers financial assistance to Canadian businesses for export promotion. To reduce the risks involved in penetrating a foreign market and to encourage companies to become exporters, the program shares the costs of activities that Canadian companies could not or would not undertake alone. In addition, existing Canadian exporters are encouraged to enter new geographic and product markets. All activities under PEMD are aimed at generating export sales and involve such undertakings as trade fairs, visits outside Canada, visits of foreign buyers, capital project bidding, marketing agreements and special activities.

Inquiries: any ISTC business service centre or international trade centre, *see* Part II, Addresses.

### **ISTC 35**

Small Businesses Loans Act: this Act helps small- and medium-sized businesses obtain loans to finance specified fixed-asset needs, including purchase or upgrading of premises or equipment and purchase of land. These loans are made directly by approved lenders to small enterprises, with ISTC providing for loss-sharing arrangements between the lenders and the federal government.

Inquiries: Small Business Loans Administration, Crown Investments and Guarantees, Ottawa/Hull (613) 954-5540 or any ISTC business service centre, *see* Part II, Addresses.

## **Tourism Initiatives (ISTC 36 – ISTC 37)**

### **ISTC 36**

Tourism Reference and Documentation Centre: the Centre has the largest and most comprehensive collection of tourism-related documents in Canada. Holdings include tourism research studies, statistical reports, market analyses and periodicals from Canada and abroad. The Centre's staff help tourism researchers identify the information they need, and documents from the centre can be borrowed through interlibrary loan. A listing of the Centre's recent acquisitions is published quarterly.

Inquiries: Tourism Reference and Documentation Centre, Tourism Canada, Ottawa/Hull (613) 954-3943; Fax (613) 954-3945.

### **ISTC 37**

Tourism: this program supports and promotes international competitiveness and excellence in the Canadian tourism industry. Tourism's activities in support of the industry fall within three areas: advocacy, business services and international marketing. The sector develops data bases and analyses, and provides strategic information, technical advice and services to facilitate decision making by ISTC-Tourism, industry and other partners. Business services to help improve international competitiveness include: competitiveness assessments, the Business Opportunities Sourcing System (BOSS-Tourism), interfirm comparisons, studies and seminars.

## **International Competitiveness (ISTC 38 – ISTC 42)**

### **ISTC 38**

Canada Subsidiary and Co-operation Agreements: under a number of subsidiary and co-operation agreements, the Government of Canada works with the governments of the provinces and territories to strengthen the national economy, to increase the international competitiveness of Canadian industry and to encourage the fullest and most efficient development and use of science and technology. ISTC is responsible for the delivery of a number of these agreements in areas such as science and technology, tourism and small business, and entrepreneurship.

Inquiries: ISTC business service centres *see* Part II, Addresses.

### **ISTC 39**

Globe '94 Trade Fair: ISTC is the lead department in co-ordinating the federal government's presence at the Globe '94 trade fair. This biennial international trade fair and conference on business and the environment will be held in Vancouver in March 1994.

Inquiries: Environmental Affairs Branch, Ottawa/Hull (613) 954-2989; Fax (613) 954-3430 or any ISTC business service centre *see* Part II, Addresses.



**ISTC 40**

**Industry Profiles:** the industry profile series provides Canadian entrepreneurs, investors, academics and other interested groups and citizens with information on over 120 Canadian industries. The profiles describe the structure and performance of Canadian industries including their major products, research and development, principal uses, shipments, sales, employment, ownership, major competitors, size and importance. They also provide insight into and perspective on the Canadian and export markets. The profiles discuss trade-related factors such as the Canada-US Free Trade Agreement, the post-1992 European community, non-tariff barriers, principal markets and export statistics. The profiles also examine Canadian industries in relation to the global marketplace. This information is essential to Canada's ability to compete in the future.

**Inquiries:** Planning and Central Services Directorate; Planning, Program and Regional Services Branch, Ottawa/Hull (613) 954-3006; Fax (613) 954-4883 or any ISTC business service centre *see* Part II, Addresses.

**ISTC 41**

**International Trade Centres:** international trade centres have been established in 12 cities across Canada and provide one-stop trade services to new and experienced Canadian exporters. Experienced trade commissioners provide basic export counselling; help to identify market opportunities; help to develop a foreign marketing plan; provide council on technology transfer and joint-venture opportunities; help obtain financial support; recruit participants for trade fairs and missions abroad; arrange trade-related conferences and seminars and provide trade publications. The centres are operated by External Affairs and International Trade Canada and ISTC. Each centre is linked to External Affairs and International Trade Canada's computerized trade information network.

**Inquiries:** InfoExport Office, External Affairs and International Trade Canada, Ottawa/Hull (613) 944-4000 or toll-free 1-800-267-8376; Fax (613) 996-9709.

**ISTC 42**

**Manufacturing Assessment Service (MAS):** the Manufacturing Assessment Service is a national service to assist small- and medium-sized manufacturers improve their international competitiveness. It is an innovative approach that combines an initial computer-assisted telephone interview with a follow-up, on-site visit by a manufacturing consultant. Opportunities for improvements in production, technology, quality and management practices are identified. The MAS provides an objective, confidential and professional assessment of a company's operations, suggests where changes can be made and recommends how to implement those changes over the short and long term.

**Inquiries:** Ottawa/Hull, Services to Business Branch (613) 954-4967, Fax (613) 954-5463; Information Technologies Industry Branch (613) 954-2868, Fax (613) 954-8419 or any ISTC business service centre *see* Part II, Addresses.

**Non-profit Organizations (ISTC 43)****ISTC 43**

**Non-profit Organizations Program:** this program supports the consultative process among government, business and labour groups by developing projects and programs whereby decision makers meet and discuss problems of mutual concern and promote economic development in Canada. Support is provided to non-profit organizations for initiatives such as conferences, seminars or annual meetings, and studies or research projects involving broad consultation on economic and competitiveness issues.

**Inquiries:** Policy Services Branch, Ottawa/Hull (613) 941-0262; Fax (613) 952-1374.

**Quality Management (ISTC 44)****ISTC 44**

**Quality Management:** it is the policy of ISTC to work in partnership with the private sector, as well as with other government departments, to facilitate the adoption of quality management practices. ISTC supported the recent establishment of the National Quality Institute (NQI) and the related Canadian Network for Total Quality (CNTQ). The department has a number of ongoing programs and services that support this policy including the Advanced Manufacturing Technology Application Program, Automotive Components Initiative, Canada Awards for Business Excellence (Total Quality Category, delivered jointly in 1993 with the newly established NQI), FedNor – Quality, Technology and Management Development Program, Interfirm Comparisons Program, Manufacturing Assessment Service, Manufacturing Visits Program and Workshops on Informatics for Senior Executives. Details on each of these programs and services can be found in this guide. In addition, several regions are working in close co-operation with regionally based quality networks to facilitate implementation of total quality practices in their communities.

**Inquiries:** Services to Business Branch, Ottawa/Hull (613) 954-2344; Fax (613) 954-5463 or any ISTC business service centre *see* Part II, Addresses.

**Automotive Industry (ISTC 45 – ISTC 47)****ISTC 45**

**Automotive Components Initiative:** the initiative provides a non-repayable contribution to help automotive parts companies improve their current manufacturing operations. Eligibility for the program includes manufacturers whose primary products are truck bodies, trailers and trailer couplings as well as companies that design and build tools, dies and moulds for the automotive sector. Direct contributions are made toward the cost of obtaining a consultant and sharing non-capital expenses derived from implementing the consultant's recommendations.

**Inquiries:** Components and Tires Directorate of the Automotive, Urban Transit and Rail Branch, Ottawa/Hull (613) 954-8400 or any ISTC business service centre, *see* Part II, Addresses.



## **Industry, Science and Technology Canada** (continued)

### **ISTC 46**

Automotive Duty Remission Program: duties are remitted on imported vehicles in return for exports of Canadian value added (CVA) in parts offshore. This terminates in 1998. For foreign vehicle manufacturers with assembly facilities in Canada, remittance of duties on imported vehicles and parts can be obtained in return for CVA in vehicles and parts produced in Canada. The program is limited to the recipients listed in parts two and three of Annex 1002.1 of the Canada-US Free Trade Agreement and expires in 1996. Inquiries: Statistics, Auto Pact and Trucks Division of the Automotive, Urban Transit and Rail Branch, Ottawa/Hull (613) 954-3441 or any ISTC business service centre, see Part II, Addresses.

### **ISTC 47**

Auto Pact Tariff Benefits: the Canada – United States Automotive Products Agreement of 1965 allows motor vehicle manufacturers duty-free entry into Canada for vehicles, parts and accessories. To be eligible, manufacturers must have been in production in the 1963-64 fiscal year and have met certain safeguards related to the production and sale of vehicles in Canada. For companies not in production in that year, similar benefits were extended by special Orders-in-Council if they met similar conditions. As of 1989, the program was limited to existing participants. Inquiries: Statistics, Auto Pact and Trucks Division of the Automotive, Urban Transit and Rail Branch, Ottawa/Hull (613) 954-3441 or any ISTC business service centre, see Part II, Addresses.

## **Forest Industry (ISTC 48 – ISTC 51)**

### **ISTC 48**

Forest Industries Co-operative Industrial and Market Development Program (CIMDP): this five-year, cost-shared program is supported by the governments of Canada and the provinces, and the secondary wood products industry. It is a flexible program that encourages industrial development and the diversification and expansion of export markets for manufactured wood products. The federal and provincial governments and the manufactured wood products industry of British Columbia signed an agreement in 1989 to participate in the first component of the CIMDP.

Inquiries: Sector Strategy and Value-added Products Division, Forest Industries Branch, Ottawa/Hull (613) 954-3045 or the ISTC British Columbia Business Service Centre, see Part II, Addresses.

### **ISTC 49**

Forest Industries Co-operative Overseas Market Development Program: based on tripartite agreements between the Government of Canada, individual provinces and certain wood products industry associations, this program aims to develop and diversify overseas markets for solid wood products. Efforts are concentrated on developing new markets and protecting existing ones, identifying new product

opportunities and addressing market access issues such as tariff and non-tariff barriers affecting Canadian wood products exports. Currently, two such agreements exist: one with the governments of Alberta and British Columbia, the Council of Forest Industries of British Columbia and the Alberta Forest Products Association, and the other involving the provinces of Ontario, Quebec, New Brunswick, Nova Scotia, Newfoundland and Prince Edward Island and the industry represented by the Canadian Lumbermen's Association, the Ontario Lumber Manufacturers' Association, the Quebec Lumber Manufacturers' Association and the Maritime Lumber Bureau which also represents the Newfoundland Lumber Producers Association. Inquiries: Forest Industries Branch, Ottawa/Hull (613) 954-3031.

### **ISTC 50**

Forest Industries Research and Development and Innovation Program: this program offers financial incentives for research and development and technology application projects undertaken by alliances of forest- and allied-industry organizations. The objective is to enhance the international competitiveness of the forest industry. Financial contributions of up to 50 percent of eligible costs of research and development and innovation projects are provided.

Inquiries: Forest Industries Branch, Ottawa/Hull (613) 954-3127 or any ISTC business service centre, see Part II, Addresses.

### **ISTC 51**

Forest Industries Timber Frame Construction (TFC) Program: the objective of the five-year Timber Frame Construction Program is to enhance the marketing and export sales opportunities for Canadian manufactured housing, wood products and building materials through demonstration housing and related projects in high-priority markets. Assistance is provided to wood products and building materials associations to undertake TFC demonstration housing and development projects. Contributions of up to 50 percent of the costs of TFC demonstration housing projects and related studies are eligible under the program. Eligible costs include directly related salaries, administration, transportation, project materials, travel and sub-contract costs.

Inquiries: Sector Strategy and Value-added Products Division, Forest Industries Branch, Ottawa/Hull (613) 954-3037.

## **Aerospace and Defence Industry (ISTC 52)**

### **ISTC 52**

Defence Industry Productivity Program (DIPP): DIPP helps aerospace and defence-related industries across Canada compete successfully in domestic and export markets. Included in the program are research and development (defence and defence-related products and associated technologies), source establishment (qualified Canadian suppliers of defence and defence-related products), capital assistance (the acquisition of advanced product equipment and





modernization or upgrading of engineering or manufacturing capabilities) and market feasibility studies (specifications for defence-related products and market characteristics for products).

Inquiries: Aeronautics Branch, Ottawa/Hull (613) 954-3526 or any ISTC business service centre, see Part II, Addresses.

## **Seafood Initiatives (ISTC 53 – ISTC 57)**

### **ISTC 53**

**Seafood – Canadian Aquaculture Technology Consortium Initiative:** this initiative encourages industry to establish consortia consisting of companies, research institutes, centres of excellence and other interested parties. It supports projects designed to conduct pre-competitive research and development on technology constraints to, and opportunities in, the Canadian aquaculture sector that have the potential for commercial application or significant productivity and quality enhancement.

Inquiries: Aquaculture Technology Consortium Initiative Co-ordinator, Halifax (902) 426-9955; Fax (902) 426-2624 or any ISTC business service centre see Part II, Addresses.

### **ISTC 54**

**Seafood – Canadian Fishery Technology Consortium Initiative:** the Canadian Fishery Technology Consortium Initiative encourages industry to establish consortia consisting of companies, research institutes, centres of excellence and other interested parties. As a general rule, the initiative supports pre-competitive research and development projects that involve significant technical risk and are designed to enhance productivity and efficiency of the sector through the development, expansion or adaptation of new processes or technologies, new products or new or significantly improved machinery and equipment.

Inquiries: Canadian Fishery Technology Consortium Initiative Co-ordinator, Halifax (902) 426-9955; Fax (902) 426-2624 or any ISTC business service centre see Part II, Addresses.

### **ISTC 55**

**Seafood – Further Product Utilization Fund:** the fund supports research and development efforts to improve seafood quality further as well as to explore product diversification and waste recovery. Eligible projects include new processes or techniques that enhance either product quality or competitiveness in existing seafood and marine products enterprises by using more environmentally friendly operating methods; new products of waste from seafood and marine processing operations; new techniques to process new products from species currently underutilized in Canada; and new or significantly improved machinery or equipment for further product processing that may affect all of the above or plant waste.

Inquiries: Further Product Utilization Fund, Vancouver (604) 666-0434; Fax (604) 666-8330 or any ISTC business service centre see Part II, Addresses.

### **ISTC 56**

**Seafood – Individual Training Initiative:** the initiative is intended to help salaried supervisory, management and executive personnel (or prospective employees in these categories) in the seafood processing and aquaculture industries obtain the skills and knowledge required to perform their jobs as effectively as possible. Eligible activities are courses or programs identified by the applicant and the sponsoring organization that enable a qualified applicant to meet a training need.

Inquiries: Senior Co-ordinator Trade and Technology, Seafood and Marine Products Directorate, Ottawa/Hull (613) 954-2870; Fax (613) 941-3776 or any ISTC business service centre see Part II, Addresses.

### **ISTC 57**

**Seafood – Strategic Initiatives Fund:** the fund helps seafood processors develop and market new products, expand their presence in specific markets, improve customer services, establish innovative and productivity-enhancing techniques of operation, and develop advanced management support systems. The emphasis is on industry-led, multi-year projects that are carried out co-operatively through associations, partnerships and joint ventures.

Inquiries: Strategic Initiatives Fund Manager, Seafood and Marine Products Directorate, Ottawa/Hull (613) 941-4263; Fax (613) 941-3776 or any ISTC business service centre see Part II, Addresses.

## **Northern Ontario Development (ISTC 58 – ISTC 65)**

### **ISTC 58**

**FedNor – Business Initiatives Program (Capital Investment):** FedNor may make a contribution to a private sector commercial operation in an eligible sector for selected capital costs of establishing a new facility or expanding or modernizing an existing facility. Assistance is determined by the degree to which a project will provide economic benefits for Northern Ontario and Canada. Eligible businesses include manufacturing and processing companies, tourism related enterprises and a range of service, repair and retail activities.

Businesses located in rural areas are eligible for higher rates of assistance.

Inquiries: FedNor district offices see Part II, Addresses.

### **ISTC 59**

**FedNor – Business Incentives Program (Consultant Studies):** FedNor may provide assistance to an eligible commercial operation for the cost of engaging the services of a qualified consultant and associated incremental operating costs to develop a business or marketing plan, venture capital search, technology transfer search or for a feasibility or productivity improvement study. FedNor may also provide assistance to a commercial operation in an eligible sector in respect of the cost of engaging a qualified consultant to investigate licensing opportunities within the region for a product, process or service newly developed or modified by the commercial operation.

Inquiries: FedNor district offices see Part II, Addresses.



## Industry, Science and Technology Canada (continued)

### ISTC 60

**FedNor – Business Incentives Program (Marketing):** FedNor provides financial assistance for the costs of undertaking new marketing initiatives. The objective is to encourage Northern Ontario businesses to investigate new markets for their products and services. Eligible activities include travel to new market areas to meet with potential buyers, attendance at trade fairs and trade seminars, and market research and analysis. The eligible costs include the direct labour costs of engaging marketing personnel specifically for a marketing initiative, related travel and accommodation expenses, trade fair or seminar registration, costs of a booth for exhibition purposes, the design and printing of brochures and other company literature, and other direct out-of-pocket costs associated with undertaking these marketing initiatives. Applicants are required to furnish a marketing plan for at least a one-year period in order to be considered for assistance. Inquiries: FedNor district offices *see* Part II, Addresses.

### ISTC 61

**FedNor – Business Incentives Program (Quality, Technology and Management Development):** international markets, as well as large industrial and institutional buyers, generally require that their suppliers be certified or registered under a recognized quality management program. FedNor contributes to the cost of hiring a qualified consultant to analyse a firm's current production process and product quality and to determine deficiencies, help draft a quality assurance manual and design a quality assurance training program for staff. Assistance is also available toward the cost of acquiring new quality-control-related equipment and the costs of registration for a firm or for product certification. To encourage the introduction of new technologies into Northern Ontario businesses, FedNor provides assistance for technology transfer including costs associated with licensing foreign technology; costs of national and international patent searches and acquisition; and incremental costs incurred by firms to introduce new products or processes to end users. To encourage upgrading of the management and technical skills of Northern Ontario businesses, FedNor contributes toward the actual salary and benefit costs for the initial one-year period associated with new positions in the areas of marketing, accounting, engineering and technical skills. Inquiries: FedNor district offices *see* Part II, Addresses.

### ISTC 62

**FedNor – Business Incentives Program (Research and Development):** FedNor can provide financial assistance to businesses that are undertaking research and development activities regarding the design, development or demonstration of new or improved products, production processes or services. The proposed research and development must be scientifically and technically feasible, offer significant technological advancement and provide good possibilities for commercial exploitation in Northern Ontario. Eligible costs include direct labour costs for engineers, scientists and technicians working on the

research and development project; costs of engaging the services of a qualified consultant to undertake design, development, testing and other technical services; any necessary materials and supplies used in the research and development project; and purchases of special purpose capital equipment acquired for the research and development project. Inquiries: FedNor district offices *see* Part II, Addresses.

### ISTC 63

**FedNor – Canada-Ontario Subsidiary Agreement of Tourism Component of Northern Ontario Development Agreement (NODA):** this program is designed to enhance the competitiveness and growth of Northern Ontario's tourism industry as it relates to both the domestic and international markets. Support can be provided in such areas as tourism marketing, market research studies, community marketing services and enhancement projects, human resource development and aboriginal tourism development. Inquiries: FedNor district offices *see* Part II, Addresses.

### ISTC 64

**FedNor – Market Access Program (MAP):** the Market Access Program is working to increase the number and value of government contracts awarded to entrepreneurs in Northern Ontario. The federal government, mainly through Supply and Services Canada, buys a wide variety of goods and services. The MAP, a co-operative initiative of ISTC and Supply and Services Canada, is in a unique position to strengthen the supplier base in Northern Ontario by matching companies with government contracting opportunities with other Northern Ontario companies. The three main procurement thrusts of the MAP are supplier awareness, supplier promotion and supplier development. These objectives are promoted by activities such as conducting workshops and seminars throughout the FedNor region, meeting suppliers on an individual basis to provide consulting and referral services and encouraging departments and agencies to support companies in Northern Ontario as a source of supply for the federal government requirements. The MAP has established a network of Northern Ontario suppliers. This library is an excellent source for all businesses looking for customers or suppliers. The MAP can also help suppliers in exporting their products through a special initiative between FedNor and the international trade centre. A trade commissioner visits the FedNor region at least once a month, meeting with potential suppliers interested in exporting. Inquiries: FedNor district offices *see* Part II, Addresses.

### ISTC 65

**FedNor – The FedNor Centre:** in 1992, FedNor opened its new FedNor Centre in Sault Ste Marie. A joint venture of ISTC and Supply and Services Canada, the objective of the facility is to promote Northern Ontario businesses. The Centre contains a display area and resource/reference section, both available to the public. Other services include providing on-line access to business data bases such as the Open Bidding Service (OBS), the Business Opportunities Sourcing System (BOSS), dISTCoverly and an export readiness questionnaire, which analyses a business's readiness for exporting.





As an advocate of Northern Ontario business, the FedNor Centre showcases company brochures, pamphlets, manufacturers' products (on a rotational basis as they become available) from a wide variety of business sectors across Northern Ontario. Along with various company videos, the FedNor Centre helps promote awareness among suppliers and buyers throughout the FedNor region.

Inquiries: FedNor district offices *see* Part II, Addresses.

## Emergency Preparedness (ISTC 66)

### ISTC 66

Emergency Preparedness Program: this program deals with civil emergency industrial preparedness plans for all natural or man-made disasters and emergencies in times of peace, crisis or war. Preparations are co-ordinated both nationally and internationally.

Inquiries: Emergency Planning and Industrial Preparedness Directorate of the Shipbuilding, Marine and Land Defence Systems Branch, Ottawa/Hull (613) 954-3774 or any ISTC business service centre, *see* Part II, Addresses.



## Justice Canada, Department of (JUST)

Head Office  
Justice Building  
239 Wellington Street  
Ottawa, Ontario  
K1A 0H8

Information: Ottawa/Hull (613) 998-5607; for the Statute Revision Commission *see* JUST 15 below; for other offices *see* Part II, Addresses.

Minister responsible:  
Minister of Justice and Attorney General of Canada

The Department of Justice Canada is responsible for the legal affairs of the federal government and for ensuring that federal Acts and regulations are effectively administered and are both fair and responsive to Canadian needs. It also serves as legal advisor to the Governor General, represents the Crown in litigation and provides legal counsel to federal departments and agencies.

### JUST 1

Consultation and Development Fund: the Consultation and Development Fund makes contributions for legal research and publication projects; consultations in the area of civil and administrative law; and non-government conferences of interest to the Department. Inquiries: Ottawa/Hull (613) 957-9315.

### JUST 2

Access to Legal Information Fund: the Access to Legal Information Fund provides start-up funding to public legal education organizations and community associations that provide information to special groups, such as disabled people, women, native people, youth or visible minorities.

Inquiries: Ottawa/Hull (613) 957-9886.

### JUST 3

Criminal Law Reform Fund: the Department makes contributions through the Criminal Law Reform Fund to support the development of demonstration projects to assess the impact of proposed law reforms and family violence. Funding is also available for conferences and seminars as well as the production of information materials. The Criminal Law Reform Fund also supports projects that minimize the involvement of youth in the justice system and increase the use of non-custodial rehabilitation and community-based dispositions in keeping with proposed Phase II legislative reforms of the Young Offenders Act.

Inquiries: Ottawa/Hull (613) 957-9315.

### JUST 4

The Aboriginal Justice Fund: this is a five-year (1991-1996) discretionary contributions fund which provides money for aboriginal communities for policy consultation and co-ordination, independent socio-legal research and data collection; cross-cultural training for justice professionals; testing of innovative ways of delivering public legal education and information; and community-based pilot projects to improve the responsiveness, fairness, effectiveness and inclusiveness of the justice system as it affects aboriginal peoples.

Inquiries: Ottawa/Hull (613) 957-4705.

### JUST 5

Human Rights Law Fund: this program provides financial assistance to groups and individuals who inform Canadians about the Canadian Charter of Rights and Freedoms, human rights legislation and the international human rights obligations of Canada and who research and publish in this field.

Inquiries: Ottawa/Hull (613) 957-4921.

### JUST 6

Legal Aid: cost-shared with the provinces and territories, this program seeks to ensure a minimum standard of legal aid services, in criminal matters, to the economically disadvantaged including all indictable offences, summary conviction offences where there is a likelihood of imprisonment or loss of livelihood upon conviction and proceedings under the Young Offenders Act.

Inquiries: Ottawa/Hull (613) 957-9885.

### JUST 7

Special Projects/Legal Aid Program: through this program, the Department encourages experimental and research work in the delivery of legal aid.

Inquiries: Ottawa/Hull (613) 957-9315.

**Justice Canada, Department of** (*continued*)**JUST 8**

Young Offenders: to assist in developing and improving juvenile justice programs in Canada, the Department contributes to specified juvenile justice services provided by the provinces/territories through federal-provincial/territorial cost-sharing agreements. Inquiries: Ottawa/Hull (613) 957-9765.

**JUST 9**

Victims Resource Centre (N.V.R.C.): the Centre is a component of the Access to Justice and Law Information Programs Section of the Department of Justice Canada. The N.V.R.C. disseminates information and provides referrals for organizations and individuals who are interested in the criminal justice systems as it relates to victims of crime.

The Centre works closely with the Public Legal Education and Information Network of Canada. This network of community organizations provides Canadians with education and information on the law and the justice system. The N.V.R.C. acts as a national communication link for victims, victims services and governments wishing to access information on victims of crime, law and the justice system.

Inquiries: National Victims Resource Centre, Ottawa/Hull (613) 957-9608 or call toll-free 1-800-267-0454.

**JUST 10**

Native Programs: the Legal Studies for Aboriginal People Program provides financial assistance to Métis and non-status native students who wish to become lawyers. The Native Courtworkers Program assists native adults or young offenders charged with an offence by helping clients understand their legal rights and obtain legal assistance. The Department supports native courtworkers through cost-shared agreements with all provinces and territories except Saskatchewan, New Brunswick, Nova Scotia and Prince Edward Island. Inquiries: Ottawa/Hull (613) 957-9315.

**JUST 11**

Employment/Lawyers: the Department recruits lawyers as legal officers within the Department of Justice and to serve as counsel for the Department of Justice in other federal departments and agencies. Inquiries: Ottawa/Hull (613) 995-9169.

**JUST 12**

Civil Law/Common Law Exchange Program: the Civil Law/Common Law Exchange Program involves 40 students from across Canada. It fosters a better knowledge of the civil and common law systems and promotes bilingualism by holding the civil law course in French at the University of Sherbrooke and the common law course in English at Dalhousie University. Inquiries: Ottawa/Hull (613) 957-4344.

**JUST 13**

Driedger-Pigeon Fellowships: the Department offers six fellowships to law graduates to take the Legislative Drafting Program at the University of Ottawa. The program continues to be a major source of legislative

drafters for federal and provincial governments and for some developing countries. Inquiries: Ottawa/Hull (613) 941-1060.

**JUST 14**

Law Students: the Department recruits graduates from across the country as articling students. Law students may also apply for summer employment with the Department through the federal government's Career-Oriented Summer Employment Program. Inquiries: Ottawa/Hull (613) 996-8280.

**JUST 15**

Statute Revision Commission: the Commission is responsible for the revision and consolidation of federal statutes and regulations.

Inquiries: Ottawa/Hull (613) 957-0056.

**JUST 16**

Public Service Salary and Pension Garnishment: the Department handles garnishment of salaries and pensions of federal public servants and retirees (excluding members of the Canadian Forces). Salaries may be garnisheed for family maintenance obligations and commercial debt while pensions may be garnisheed only for family maintenance obligations. Inquiries: for information on salaries, call Ottawa/Hull (613) 957-4885 or any regional office, see Part II, Addresses; for information on pensions, call Ottawa/Hull (819) 956-0986.

**JUST 17**

Family Orders and Agreements Enforcement Assistance Unit: the Department has established this unit to implement the provisions of the Family Orders and Agreements Enforcement Assistance Act and Regulations. This Act allows for the tracing of individuals as well as the garnishment of designated federal monies payable to judgment debtors pursuant to the enforcement of a default in family support orders and agreements. Inquiries: Toll-free 1-800-267-7777; for hearing-impaired people 1-800-267-7676.

**JUST 18**

Family Support Enforcement Fund: this fund enables provinces and territories to improve their enforcement programs; to enhance communications between jurisdictions; to develop new legislative remedies; to provide training; to test innovative enforcement projects; to evaluate enforcement projects; and to carry out information campaigns and programs to improve public awareness and attitudes regarding family support orders.

**JUST 19**

Central Registry of Divorce Proceedings: the CRDP primarily acts as an early-warning system to alert the courts, and the parties involved, of two pending divorce applications with respect to the same marriage. The jurisdictional rules of the Divorce Act, 1985, indicate which application may proceed and which is nullified for lack of jurisdiction. The CRDP, in conformity with the Privacy Act and the Access to Information Act, also provides the data base for national divorce statistics published by Statistics Canada, as well as information on the status of an individual's divorce and identifying



information about that divorce, such as the date it was granted, the court location and the file number assigned to the divorce application. Effective 1 January 1993, the CRDP provides Health and Welfare Canada with divorce information to assist in the calculation of CPP credit splitting upon divorce.  
Inquiries: Ottawa/Hull (613) 957-4518.

#### JUST 20

Allan Memorial Institute Depatterned Persons Assistance Plan (A.M.I.D.P. Assistance Plan): the Department has established this program to provide \$100 000 to former patients of the Allan Memorial Institute who underwent depatterning treatment under the direction of Dr. Cameron during the years 1950 to 1965. This program is scheduled to terminate 1 January 1994.

Inquiries: Public Programs Division, Corporate Management, Ottawa/Hull (613) 998-5607 or call toll-free 1-800-267-4988; Fax (613) 990-8197.



### Labour Canada (LAB)

Headquarters  
Place du Portage, Phase II  
165 Hôtel de Ville Street  
Hull, Quebec  
(Mail: Ottawa, Ontario K1A 0J2)

Information: Ottawa/Hull (819) 997-2617; media inquiries (819) 994-2238; Bureau of Labour information, call toll-free 1-800-567-6866 (in Ottawa/Hull, (819) 997-3117); regional, field and district offices and Federal Mediation and Conciliation Service field offices, see Part II, Addresses.

Minister responsible:  
Minister of Labour

Labour Canada promotes stable industrial relations. It maintains a balanced legislative framework; provides assistance in overcoming industrial relations problems; establishes appropriate standards for wages, conditions of employment and occupational safety and health; provides non-legislative programs designed to achieve understanding and co-operation in industrial relations; promotes partnerships between labour and management at the workplace and sectoral levels; and strengthens the Canadian contribution to the improvement of labour conditions throughout the world.

### Conciliation and Arbitration (LAB 1)

#### LAB 1

Conciliation and Arbitration: through the Federal Mediation and Conciliation Service, third-party assistance such as conciliation and mediation is provided to enterprises falling under federal jurisdiction as specified in the Canada Labour Code. The Code also provides for the appointment of arbitrators in

grievance disputes and adjudicators of unjust dismissal complaints. An index system of arbitral awards is maintained and is available to the public.

### Working Conditions (LAB 2 – LAB 5)

#### LAB 2

Labour Standards: the Department is responsible for developing and enforcing standards governing conditions of work, including minimum wage, maternity and child care leave, bereavement leave and paid holidays; and for ensuring their application in enterprises subject to the Canada Labour Code. Through the provision of information for conferences, seminars, workshops and workplace experiments, the Department encourages employee-employer collaboration and participation regarding working conditions and employment relations.  
Inquiries: Ottawa/Hull (819) 953-0206 or any regional office see Part II, Addresses.

#### LAB 3

Equal Pay for Work of Equal Value: through education, client consultation and inspections, the Department promotes the elimination of sex discrimination in pay within industries under federal jurisdiction.  
Inquiries: Ottawa/Hull (819) 997-2861 or any regional office see Part II, Addresses.

#### LAB 4

Occupational Safety and Health: this program monitors and develops federal workplace safety and health legislation; inspects workplaces in the federal jurisdiction; and assists employees and employers in establishing joint safety and health committees as well as resolving problems related to workplace hazards and refusals to work in dangerous situations. Occupational Safety and Health Branch and regional offices.  
Inquiries: Ottawa/Hull (819) 997-2172 or any regional office see Part II, Addresses.

#### LAB 5

Fire Prevention: this program concerns the administration and enforcement of fire-safety requirements as prescribed in the Canada Labour Code, Part II and the Canada Occupational Safety and Health Regulations. It also provides fire protection services for occupants of buildings that are owned or leased by the federal government and for major public buildings on First Nations reserves. These services include building-plan reviews, inspections, counselling, standards development and fire investigations. The Fire and Property Protection Branch is also responsible for the compilation, analysis and publication of statistics related to fire losses in Canada and for liaison with provincial and municipal fire and building authorities.  
Inquiries: Ottawa/Hull (819) 953-0970 or any regional office see Part II, Addresses.



**Labour Canada** (*continued*)**Work Benefits (LAB 6 – LAB 7)****LAB 6**

Pay and Benefits Recovery: the Department collects pay and benefits owing to workers under federal jurisdiction who have left their jobs without receiving full remuneration, and strives to restore the money to the rightful owners.

**LAB 7**

Workers' Compensation: compensation for job-related injuries and illnesses to federal government employees, merchant seafarers and federal penitentiary inmates is a responsibility of the Department. The Department also administers a program of benefits to survivors of public servants slain on duty.

Inquiries: For questions relating to federal government employees, Ottawa/Hull (819) 997-2281 or any regional office see Part II, Addresses.

**Grants (LAB 8 – LAB 14)****LAB 8**

Labour Education Program: the broad objectives of Labour Canada's financial assistance program for labour education are to help labour participate more fully and knowledgeably in socio-economic affairs and to encourage greater leadership on the part of unions in Canadian society.

Funds are made available to legally constituted labour organizations in Canada. Affiliated unions and locals must apply through their central labour organizations, as they receive per capita funding based on their memberships.

Inquiries: Consultation and Client Services, Ottawa/Hull (819) 953-0115 or toll-free 1-800-563-5677; for hearing-impaired people (819) 953-8000; Fax (819) 953-5588.

**LAB 9**

Labour-Management Partnership Program: the program is designed to encourage greater labour-management co-operation and to promote productive, innovative and fair workplaces. The program provides financial assistance and technical advice for projects that promote the adoption and diffusion of workplace innovations and co-operative labour-management practices throughout the economy. The program provides financial assistance for temporary work assignments of senior officials, for example, between trade unions and the federal government or provincial and national business associations. The program also encourages the assignments of labour, government and business association employees to joint labour-management bodies.

Those eligible to apply include Canadian labour organizations (trade unions and central labour bodies), joint labour-management bodies, national and provincial business associations, and federal government departments and agencies. As well, senior personnel of these organizations are eligible to apply for assignments, in line with guidelines set out in the program guide.

Inquiries: Consultation and Client Services, Ottawa/Hull (819) 997-5470 or toll-free 1-800-563-5677; for hearing-impaired people (819) 953-8000; Fax (819) 953-5588.

**LAB 10**

Marion V Royce Memorial Grants Program: this program, administered by the Women's Bureau, with an annual budget of \$25 000, was established in 1985 to provide financial assistance to special projects that contribute to equity for women in the workplace. Grants to a maximum of \$5000 are available to women's organizations, unions and other interested groups to assist in the study of workplace and related issues that have an impact on women; to defray the costs of holding conferences and seminars; and to permit the publication of materials dealing with women's workplace issues. Projects submitted by federal, provincial, territorial or municipal governments or agencies are not eligible for funding. The Bureau gives preference to projects that focus on issues under federal jurisdiction. Inquiries: Women's Bureau, Ottawa/Hull (819) 997-1551.

**LAB 11**

Workplace Equality Fund: joint labour-management ventures, labour organizations, central labour bodies, women's groups, special interest groups and other appropriate organizations in Canada may apply for contributions to assist them in undertaking initiatives to promote equity in the workplace and to prepare for the workplace of the future.

The fund will assist research, studies, conferences, workshops and seminars, and the production of printed and audio-visual materials. Priority will be given to demonstration and pilot projects which help workers balance their work and family responsibilities. The fund will also support special interest groups that sponsor national and international events held in Canada which focus on equity in the workplace. Preference will be given to projects which have a particular application to workplaces under federal jurisdiction.

Inquiries: Women's Bureau, Ottawa/Hull (819) 997-1551.

**LAB 12**

The Program for Older Worker Adjustment (POWA): this program provides financial assistance to older workers involved in major permanent layoffs that occurred after 1 January 1988. Workers between the ages of 55 and 64 who have been in the labour force for 15 of the last 20 years may qualify for benefits. The maximum benefit under the program will equal 70 percent of the unemployment insurance entitlement at the time of layoff. Benefits are payable until age 65 or earlier death. The program is not designed to encourage early retirement, since all avenues to re-employment must be exhausted before it can be made available. POWA is jointly financed and administered by the federal and provincial/territorial governments. Inquiries: toll-free 1-800-567-1916.

**LAB 13**

The Income Supplement Program for Older Workers (ISPOW): ISPOW is a jointly funded federal-provincial program designed to assist older laid-off workers affected by the restructuring at Algoma Steel Inc.



Federally, ISPOW is the policy responsibility of Industry, Science and Technology Canada; however, Labour Canada is administering ISPOW on behalf of the federal government in conjunction with the Ministry of Labour for Ontario.

The program provides income assistance to approximately 800 Algoma workers, between the ages of 55 and 64. Benefits are 70 percent of the laid-off worker's monthly unemployment insurance benefits, with a minimum of \$754 per month. Monthly ISPOW benefits will be delivered by a qualified insurance company which will be selected through a competitive bidding process. ISPOW benefits are indexed annually according to the Canada Pension Index to allow for cost-of-living increases.

Inquiries: Older Worker Adjustment Branch, Ottawa/Hull (819) 953-2645 or toll-free 1-800-567-1916; Fax (819) 953-8804.

#### LAB 14

Workers with Disabilities Fund: the purpose of the fund is to promote collaboration between labour, labour-management bodies and organizations representing people with disabilities. The fund provides financial assistance for joint projects and staff assignments that focus on the workplace concerns of people with disabilities. The fund helps labour, labour-management bodies and organizations representing people with disabilities to take a partnership approach to the development and implementation of practical, results-oriented projects. The primary purpose is to raise awareness regarding people with disabilities in the workplace and improve communication between labour and the disabled community. The Workers with Disabilities Fund provides financial support for staff assignments from labour organizations or labour-management bodies to organizations that represent people with disabilities and vice versa.

Inquiries: Consultation and Client Services, Ottawa/Hull (819) 997-5470 or toll-free 1-800-563-5677; for hearing-impaired people (819) 953-8000.

### Labour Information Services (LAB 15 – LAB 17)

#### LAB 15

Bureau of Labour Information: the Bureau is designed to meet the information needs of organizations and individuals involved in collective bargaining and industrial relations, in economic analysis and policy development, and in industrial relations and economic research. It provides policy and research data on strikes, lockouts, wage rates, collective agreement expiry dates and working conditions in Canada. Consultants work with clients on an individual and confidential basis to establish their information needs. They locate, collect and provide required information including copies of collective agreements, contract settlements, comparisons and analyses of the federal and provincial labour legislation and other statistical information. The Bureau also produces informative publications on collective bargaining topics. These include the *Wage Settlements Bulletin* (monthly), the *Collective Bargaining Review* (monthly), *Quarterly*

*Wage Settlements* and the *Directory of Labour Organizations in Canada* (biennial).  
Inquiries: Ottawa/Hull (819) 997-3117 or toll-free 1-800-563-5677; for hearing-impaired people (819) 953-8000; Fax (819) 953-9582.

#### LAB 16

Workplace Hazardous Materials Information System (WHMIS): WHMIS is a national system designed to ensure that all employers obtain information needed to make their employees aware of hazardous materials used in the workplace and to provide their workers with appropriate training. Through legislation enacted in each jurisdiction, the WHMIS consensus establishes uniform requirements to ensure that hazards associated with materials used in Canadian workplaces are identified by suppliers and employers using standard classification criteria.

#### LAB 17

Labour Library: the Department maintains a comprehensive library that focuses on labour matters and includes a computerized literature research facility. Researchers in unions, industries and universities may use this resource in person or through interlibrary loans. Inquiries: Reference service, Ottawa/Hull (819) 997-3541; interlibrary loans (819) 997-3540.



### Livestock Feed Bureau (LFB)

#### Head Office

5180 Queen Mary Road, Suite 400  
(P O Box 177, Snowdon Station, Montreal, Quebec H3X 3T4)

Information: Montreal (514) 283-7505; regional offices see Part II, Addresses.

#### Minister responsible:

Minister of State (Grains and Oilseeds)

Formerly the Livestock Feed Board of Canada, the Bureau has been intergrated into Agriculture Canada, Grains and Oilseeds Division. The Feed Freight Assistance Program remains the same.

#### LFB 1

The Livestock Feed Bureau aims to ensure that feed grain is available to meet the needs of livestock feeders; that adequate storage space is available in Eastern Canada and British Columbia; and that stability and fair equalization in the price of feed grains prevail within Eastern Canada, British Columbia, Yukon and the Northwest Territories. The Bureau publishes *Grain Facts*, a bi-weekly review of the feed grain market including a statistical section on prices, stocks and replacement values.



**Livestock Feed Bureau** *(continued)***LFB 2**

Feed Freight Assistance Program: this program subsidizes a portion of the transportation costs involved in the movement of Canadian feed grain for use by livestock feeders in feed-grain deficit areas of the country.

**Marine Atlantic Inc (MA)**

Head Office  
100 Cameron Street  
Moncton, New Brunswick  
E1C 5Y6

Information: Moncton (506) 851-3600; for other offices see Part II, Addresses.

Minister responsible:  
Minister of Transport

**MA 1**

Marine Atlantic Inc is an independent Crown corporation that operates passenger, auto and freight ferry services. The company provides year-round transportation between Bar Harbor (Maine) and Yarmouth (NS); Digby (NS) and Saint John (NB); Cape Tormentine (NB) and Borden (PEI); as well as North Sydney (NS) and Port aux Basques (Nfld). A seasonal service runs between North Sydney and Argentia (Nfld). In addition, Marine Atlantic operates a fleet of smaller passenger and freight vessels, which sail seasonally along the coast of Newfoundland and into Labrador. The Corporation manages these services under operating contracts with the federal government through the Minister of Transport; services are funded through contract payments and user revenue. Marine Atlantic ferries carry more than 2.5 million passengers and one million vehicles annually. Marine Atlantic has two subsidiary companies: the Newfoundland Dockyard in St John's and Coastal Transport Ltd, which operates a ferry service in southern New Brunswick.

**Multiculturalism and Citizenship Canada (MCC)**

Head Office  
Jules Léger Building  
25 Eddy Street  
Hull, Quebec  
(Mail: Ottawa, Ontario K1A 1K5)

Information: Ottawa/Hull (819) 994-5595; for other offices see Part II, Addresses, or see the Toll-free Telephone Services section.

Minister responsible:  
Minister of Multiculturalism and Citizenship

The objective of Multiculturalism and Citizenship Canada is to develop with all Canadians a shared sense of citizenship which is both inclusive and respectful of their diversity and to ensure full and active participation in Canadian society.

Departmental policies and programs promote and develop citizenship, with the rights and responsibilities that follow, and strengthen opportunities for all members of Canadian society to participate in and to contribute fully to the social, economic, cultural and political life of Canada.

**Citizenship (MCC 1 – MCC 2)****MCC 1**

Citizenship Applications: the Citizenship Registration Branch oversees the application and interpretation of the Citizenship Act and its regulations. It ensures that applications for Canadian citizenship are complete and accurate and is responsible for producing citizenship certificates.

**MCC 2**

National Citizenship Week: first declared by the Prime Minister in 1987, the 40th anniversary of Canadian citizenship, National Citizenship Week is held each year during the week of 17 April, the anniversary of the signing of the Canadian Charter of Rights and Freedoms. The week provides Canadians with a chance to reflect on their citizenship as well as on the values, rights and responsibilities which are part of being Canadian. Activities have traditionally included special citizenship courts, television and radio broadcasts, and a wide array of displays, expositions and contests.

Inquiries: Citizenship Registration and Promotion, Ottawa/Hull (819) 994-1566.

**Citizen Participation and Human Rights (MCC 3 – MCC 6)****MCC 3**

Voluntary Action Program: this program promotes volunteering in Canada and supports the growth and diversity of the voluntary sector by providing advice and technical assistance to groups, particularly in the areas



of fund raising and organizational development. Grants are available for innovative projects that further the program's objectives. The Voluntary Action Directorate also publishes the results of research in these areas. A list of publications is available.

Inquiries: Voluntary Action Directorate, Ottawa/Hull (819) 994-2255.

#### **MCC 4**

Citation for Citizenship Award: in conjunction with National Citizenship Week, this citation is awarded annually to 25 Canadian individuals or organizations in recognition of their exceptional contributions to the promotion of Canadian citizenship values.

Inquiries: Citizenship Registration and Promotion, Ottawa/Hull (819) 994-1566.

#### **MCC 5**

Human Rights/Grants: the Department provides grants to organizations, institutions and groups involved in human rights education and promotion activities.

#### **MCC 6**

Japanese Canadian Redress Secretariat: on 22 September 1988, an agreement was signed by the National Association of Japanese Canadians and the Government of Canada offering redress to Japanese Canadians who were affected by injustices committed by the Government of Canada during and after World War II. Under the terms of the agreement, the government offers a tax-free, lump sum symbolic redress payment of \$21 000 to all eligible applicants of Japanese ancestry who, during this period, were interned, relocated, deported or who lost property or were otherwise deprived of the full enjoyment of fundamental rights and freedoms based solely on the fact that they were of Japanese ancestry. In addition, the government offers, subject to application by eligible persons, to clear the names of persons of Japanese ancestry who were convicted of violations under the War Measures Act or the National Emergency Transitional Powers Act; and to grant Canadian citizenship to persons of Japanese ancestry still living who were expelled from Canada or had their citizenship revoked during the period from 1941 to 1949, and to their living descendants.

On behalf of the federal government, the Japanese Canadian Redress Secretariat administers these aspects of the agreement and makes recommendations on applications received. The Secretariat is also committed to provide, through contractual arrangements, up to \$3 million to the National Association of Japanese Canadians (NAJC) for their assistance in the administration of redress over a five-year period.

### **Literacy (MCC 7)**

#### **MCC 7**

National Literacy Secretariat: the Secretariat acts as a catalyst and facilitator in the national effort to make Canada a more literate society. To involve all sectors of society in this challenge, the Secretariat forges co-operative relationships with a wide variety of literacy

partners. It supports joint initiatives with all the provinces and territories, and with voluntary organizations, business and labour.

The activities funded under the National Literacy Program help to develop learning materials, improve access and outreach, improve co-operation and information sharing, increase public awareness and support research.

### **Multiculturalism (MCC 8 – MCC 11)**

#### **MCC 8**

Canadian Multiculturalism Advisory Committee: pursuant to section 7(1) of the Act for the Preservation and Enhancement of Multiculturalism in Canada, the Minister may establish an advisory committee to advise and assist on the implementation of the Act and any other matter relating to multiculturalism. This committee, created in February 1990, also makes recommendations to the Minister concerning the Award for Excellence in Race Relations.

#### **MCC 9**

Race Relations and Cross-cultural Understanding: this program is designed to eliminate racism and racial discrimination in Canada, to help Canadian institutions respond to Canada's multicultural reality and to promote understanding among Canadians of different backgrounds. Aimed at mainstream institutions, visible and ethnocultural minorities, and the general Canadian public, this program focuses on support for institutional change policies, programs and practices within educational, policing, justice, media, health and social services, business, labour, municipal and other institutions, helping them to adapt to the multicultural reality of Canadian society. It also promotes public education and awareness activities, including initiatives that demonstrate the benefits of multiculturalism to Canadian society; and provides assistance to issue-oriented groups, organizations and coalitions to promote and advance equality and cross-cultural understanding (community advocacy) and to advocate for institutional change.

Inquiries: Race Relations and Cross-cultural Understanding Branch, Ottawa/Hull (819) 953-2134.

#### **MCC 10**

Heritage Cultures and Languages Program: this program promotes the development and expression of heritage cultures and languages as an integral part of the Canadian identity and of Canada's artistic, cultural and academic life. This objective is achieved through three components: Creative and Cultural Expression, Canadian Ethnic Studies and Heritage Language.

Inquiries: Ottawa/Hull (819) 994-2020.

#### **MCC 11**

Community Support Participation (CSP): this program supports the full and equitable participation in Canadian life of individuals and communities from Canada's ethnocultural and visible minorities through two components and a cross-government initiative on family violence.



## Multiculturalism and Citizenship Canada

(continued)

The Citizenship and Community Participation (CCP) component targets first-generation Canadians (people born in other countries now living in Canada) who face difficulties related to their experience as immigrants.

The component supports immigrant service agencies, immigrant and visible minority women's groups and their regional and national umbrella organizations, as well as other non-profit organizations.

The Community Support (CS) component helps ethnocultural and visible minority groups, through community-based organizations, to develop and participate as communities in Canada.

A new family violence initiative helps major departments work more effectively with ethnocultural and visible minority communities in the area of family violence.



## Medical Research Council of Canada (MRC)

Holland Cross, Tower B, 5th Floor  
1600 Scott Street  
Ottawa, Ontario  
K1A 0W9

Information: Grants, Ottawa/Hull (613) 954-1968; training awards (613) 954-1960; university-industry programs (613) 954-1973; communications (613) 954-1958; Fax (613) 954-1800.

Minister responsible:  
Minister of National Health and Welfare

The Medical Research Council of Canada promotes, assists and undertakes basic, applied and clinical research in Canada in the health sciences. The research it supports is carried out in universities, hospitals and research institutes.

### MRC 1

Research Grants: these grants help defray the costs of basic, applied and clinical research in the health sciences, carried out in universities, hospitals and research institutes.

Inquiries: Ottawa/Hull (613) 954-1968.

### MRC 2

Awards: direct support is provided for research personnel or research trainees in the health sciences.

Inquiries: Ottawa/Hull (613) 954-1960.

### MRC 3

University-Industry Programs: these programs create opportunities for collaboration between Canadian companies and researchers conducting research in Canadian universities or affiliated institutions.

Inquiries: Ottawa/Hull (613) 954-1973.

### MRC 4

Publications and Information: other information about the Council and MRC publications on health research in progress and bioethical research guidelines can be obtained from the Communications Branch.

Inquiries: Ottawa/Hull (613) 954-1958; Fax (613) 954-1800.



## National Archives of Canada (NA)

Head Office  
395 Wellington Street  
Ottawa, Ontario  
K1A 0N3

Information: Ottawa/Hull (613) 995-5138.

Minister responsible:  
Minister of Communications

The National Archives of Canada is a national heritage institution responsible for archival records in all media. It is a leading archival institution in the Canadian archival and records management community. The National Archives provides advisory and operational services in records management and is responsible for acquiring, describing and preserving significant archival material relating to Canadian life and making it available to as wide an audience as possible.

### NA 1

Public Programs: this Branch is responsible for ensuring comprehensive awareness and support for the National Archives of Canada and for archives in general, and for facilitating and promoting the use of Canada's archival heritage.

The Archival Community Program promotes the development of a Canadian archival system and co-ordinates the provision of special training and on-site assistance by National Archives staff to other archival repositories.

Inquiries: Ottawa/Hull (613) 996-7686.

The Canadian Centre for Information and Documentation on Archives is responsible for bibliographic research and for diffusion of archival information and documentation to professional archivists, students and the general public.

Inquiries: Ottawa/Hull (613) 996-7686.

Community Relations and Development is responsible for educational and animation programs, visits and the Speakers' Bureau.

Inquiries: Ottawa/Hull (613) 992-9366.

Inter-institutional Loans Program is responsible for inter-institutional loan of archival material and finding aids that are available from the National Archives on microfilm and microfiche. Loan requests must be made through a participating institution, generally a library.

Inquiries: Ottawa/Hull (613) 996-8410.





The Promotion, Marketing and Distribution Unit is responsible for general promotion of the National Archives and of its exhibitions, and for the distribution of publications.

Inquiries: Publications distribution Ottawa/Hull (613) 996-1473; travelling exhibitions (613) 996-3580.

The Reference and Researcher Services Section provides assistance to researchers both at the National Archives and from communities outside the National Capital Region. In addition to providing reference consulting services on the National Archives' holdings, it also answers questions from individuals specifically interested in tracing their family history, and provides them with guidance in their research.

Inquiries: Ottawa/Hull (613) 995-5138.

## NA 2

**Historical Resources:** this Branch is responsible for the acquisition, organization, description and custody of historical records held by the National Archives, and for the provision of access to them.

The Manuscript Division is responsible for textual archives from private sources, such as personal papers and records of organizations, pre-Confederation government archives, ministerial records and copies of foreign, official and private records relating to the history of Canada. Its holdings consist of about 66 million documents and 25 000 reels of microfilm.

Inquiries: Ottawa/Hull (613) 995-3979.

The Cartographic and Audio-visual Archives Division is responsible for Canadian cartographic and architectural records – both historical and modern – obtained from the private and public sectors, for a selected collection of foreign cartographical records, and for audio-visual records such as films, sound recordings and television productions.

Inquiries: Cartographic and Architectural Sector, Ottawa/Hull (613) 955-1079 or 992-8188; Audio-visual Sector (613) 995-1311.

The Documentary Art and Photography Division is responsible for historical and modern documentary art and photography obtained from both private and government sectors. Its holdings consist of approximately 15 million photographs and 250 000 works of art. Distinct programs of the division include the Canadian Museum of Caricature and the Canadian Postal Archives.

Inquiries: Collections Consultation, Ottawa/Hull (613) 992-3884 or 995-1301; Canadian Museum of Caricature (613) 995-3145; Canadian Postal Archives (613) 995-8085.

The Canadian Museum of Caricature acquires, preserves and makes accessible political caricature and cartoons about Canada and Canadians. Its holdings consist of about 30 000 cartoons from the 18th century to the present. The Canadian Postal Archives acquires, preserves and makes accessible Canada's philatelic heritage. Its holdings consist of about 800 000 philatelic items.

The Government Archives Division is responsible for archival records of permanent value to the government and to historical research that are created and received by the departments and agencies of the Government of Canada in unpublished textual, micrographic and machine-readable form. Its holdings consist of about 57

km of records, 20 000 reels of microfilm and 4000 machine-readable data files.

Inquiries: Ottawa/Hull (613) 996-8507.

## NA 3

**Government Records:** this Branch ensures that federal government departments and agencies manage records properly from the time of their creation or reception until their destruction or archival preservation. The Branch provides reference services for government institutions and for the public through the Personnel Records Centre in Ottawa.

The Personnel Records Centre houses the personnel records and other documents of former military and federal public service employees. It provides access to these records to federal departments and agencies and to the public under the terms of the Information Act and the Privacy Act.

Inquiries: Ottawa/Hull (613) 954-4135.



## National Arts Centre (NAC)

53 Elgin Street  
Confederation Square  
(P O Box 1534, Station B)  
Ottawa, Ontario  
K1P 5W1

Information: Ottawa/Hull (613) 996-5051.

Minister responsible:

Minister of Communications

The National Arts Centre Corporation is responsible for the operation of the National Arts Centre in Ottawa and the development of the performing arts.

## NAC 1

The NAC programs all of the performing arts in both official languages, and operates an orchestra and music department, two theatre sections (French and English), a dance, variety and special projects department, and an electronic distribution department. Focusing on youth, diversity, Canadian content and excellence, the Centre has established its leadership in the performing arts across Canada.

To fulfil its national mandate, the Centre and its staff capitalize on opportunities for co-productions and commissions with companies and independent artists from coast to coast. The Centre makes its facilities available to performing arts organizations and artists.

## NAC 2

**Electronic Distribution:** the National Arts Centre pursues an extensive policy of electronic distribution in order that all Canadians in all regions of the country draw benefit from the work on its stages and from its productions and co-productions on tour. Co-productions to date include *Le Dortoir* which received the 1991 International Emmy for Best Performing Arts Program.

**National Arts Centre** *(continued)***NAC 3**

Dance, Variety and Special Projects: the NAC offers ballet and modern dance, jazz and variety programs. It features pop, rock, jazz and country music performances in addition to stage musicals and a wide range of comedy and novelty acts. The NAC also co-produces the Canada Dance Festival.

**NAC 4**

Music: the NAC presents classical and contemporary music performances. The NAC Orchestra and select members tour in Canada and internationally each year. The NAC also sponsors workshops, scholarships and commissions to musicians and conductors.

**NAC 5**

Theatre: an extensive range of traditional and experimental theatrical productions is presented in both official languages. The NAC also offers a variety of acting, directing and playwriting workshops and competitions.

**National Advisory Council on Aging (NACA)**

Trebla Building, Room 355  
473 Albert Street  
Ottawa, Ontario  
K1A 0K9

Information: Ottawa/Hull (613) 957-1968; Fax (613) 957-9938.

The National Advisory Council on Aging advises the Minister of National Health and Welfare and the Minister of State for Seniors.

**NACA 1**

This 18-member Council assists and advises on issues related to the aging of the Canadian population and the quality of life of seniors. NACA studies the needs and problems of seniors and the implications of an aging population. The Council recommends remedial action; liaises with seniors groups, organizations working with or for seniors and groups with an interest in the aging of the population; encourages public discussion; and publishes and disseminates information on aging.

**National Aviation Museum (NAM)**

P O Box 9724, Ottawa Terminal T  
Ottawa, Ontario  
K1G 5A3

Information: Ottawa/Hull (613) 993-2010; toll-free across Canada 1-800-463-2038; for hearing impaired people (613) 990-7530.

Minister responsible:  
Minister of Communications

The National Aviation Museum, affiliated with the National Museum of Science and Technology, is charged with developing, maintaining and displaying collections of aircraft and artifacts that demonstrate Canada's achievements in flight.

**NAM 1**

The National Aviation Museum has a collection of 118 aircraft and countless artifacts, including engines, instruments, propellers, weapons, flying suits and such scale models as a wind tunnel. It is recognized as the most extensive aviation collection in Canada and ranks among the best in the world. The Museum's collection policy is to illustrate the development of the flying machine in both peace and war from the pioneer period to the present time. The collection gives particular, but not exclusive, representation to Canadian achievements. As a result, aircraft from many nations and sectors of the aviation industry are represented in the collection – a fact that has earned it a strong international following. The Museum's policy is to restore aircraft to flying condition, where possible, using the techniques and materials of the time.

**National Battlefields Commission, The (NBC)**

390 De Bernières Avenue  
Quebec, Quebec  
G1R 2L7

Information: Quebec (418) 648-3506.

Minister responsible:  
Minister of the Environment

**NBC 1**

The Commission was established to acquire, conserve and develop the historic battlefields of the city of Quebec and to create a national battlefields park. The Commission's property includes the Plains of Abraham, Des Braves Park, St Denis Park, the three Martello towers and two large avenues, Des Braves and De Laune. The Interpretation Centre tells the story of the Plains of Abraham from the time of New France to the present day and describes services currently offered which include bus tours, guided tours and free publications. The Commission also provides a number



of sports and recreation facilities including football, soccer and baseball fields, a running track, paths and cross-country ski trails.

Inquiries: (418) 648-4071.

## NBC 2

School Programs: the Commission offers nine activity programs for primary schools and three programs at the secondary level. All the activities are based on the teaching of natural and human sciences. Students are made aware of natural habitats and the historic events that took place on Commission property. The programs meet many of the objectives established by the ministère de l'Éducation du Québec.

Inquiries: Education Services, (418) 648-2540.

## NBC 3

Theatre: mini-plays recounting certain events marking the history of the Plains of Abraham are put on by the Commission. The four outdoor productions recount events in a humorous way.

Inquiries: Visitor Services and Information, (418) 648-4071.



## National Capital Commission (NCC)

Head Office  
161 Laurier Avenue West  
Ottawa, Ontario  
K1P 6J6

Information: Canada's Capital Visitor Centre, 14 Metcalfe Street, Ottawa (613) 239-5000 or toll-free across Canada 1-800-465-1867; recorded messages (613) 232-1234; visitor centres at Gatineau Park, Old Chelsea (open year-round) and Lac Philippe Sainte-Cécile-de-Masham (open from June to Labour Day) (819) 827-2020. The NCC also manages an Infotent on Parliament Hill from June to August inclusive, and self-service information kiosks at the Ottawa bus and train terminals.

Minister responsible:  
Minister of Public Works

Since its creation as a Crown agency in 1958, the NCC has overseen the creation of a capital region that reflects its national significance. This task is accomplished by organizing, sponsoring and promoting public activities in the region that enrich Canada's cultural and social fabric. The NCC's objectives are to make the Capital Region a meeting place for all Canadians; to create a capital region that communicates Canada to Canadians and to the rest of the world; and to safeguard and preserve the Capital Region's symbols and national treasures.

## NCC 1

Land and Urban Development: over 130 km of recreational urban pathways, about 10 km of recreational pathways and 80 km of mountain-bike trails in the Gatineau Park are maintained by the NCC.

## NCC 2

Greenbelt: the NCC maintains the 20 000 hectare Greenbelt, which includes conservation areas offering trails and interpretive programs, such as Mer Bleue, a bog area near Ottawa.

## NCC 3

Gatineau Park: the NCC maintains Gatineau Park, an area of 35 600 hectares on the Quebec side of Canada's Capital Region. For summer activities, there are about 250 campsites, several picnic areas, a hang-gliding site, six supervised beaches, boat and mountain-bike rentals, 20 km of recreational pathways and a 40 km network of scenic parkways leading to lookouts, the Mackenzie King Estate and other points of interest. The Park offers a variety of nature programs, including guided tours. Reservations may be made for groups. For winter activities, there are four winter group campsites, over 190 km of ski trails and a winter interpretation program. The Park is the site of an annual international ski race, the Gatineau 55.

## NCC 4

National Events: the NCC in co-operation with other institutions, organizes various celebrations to promote Canadian values and culture. These include Winterlude, a 10-day celebration of the Canadian winter and northern customs; Canada Day (July 1st); Cultures Canada, a summer series of dance, music and shows; the Sound and Light Show on Parliament Hill (summer-long); and Christmas Lights Across Canada, displays of holiday lights in the Capital Region and in capitals across Canada.

## NCC 5

Cultural and Historical Programs: many historical interpretation programs are offered to the public at the Mackenzie King Estate from Victoria Day to the Thanksgiving weekend. On Parliament Hill, the Sound and Light Show gives an overview of the history of our country. A commemoration program highlights Canadian values, personalities and accomplishments through a variety of means: plaques, activities and the development of symbols – such as the Peacekeeping Monument that stand as expressions of contemporary Canadian perspectives. Other programs are specifically aimed at young Canadians. One example is a school kit, on Canada's Capital Region that is distributed to schools across Canada.

## NCC 6

Sponsorship Program: this program offers Canadian individuals, organizations and the private sector the opportunity to participate in festivals, events and cultural activities through sponsorship, volunteer work or the loan of equipment in exchange for public relations and other benefits. A new program, the Canadiana Fund, gives Canadians the opportunity to contribute furnishings and works of art to become a part of Canadian heritage in the Official Residences Collection.



**National Capital Commission** (*continued*)**NCC 7**

Visitors Services: these programs welcome, inform and orient visitors to the significant sites and events of the Capital Region. A permanent information centre and seasonal and satellite operations are located throughout the Capital Region. A special service is available to assist visitors with the planning of itineraries and to suggest tours. Visitor information and other specialized services are available to all Canadians through toll-free lines. Special efforts are made to improve accessibility for those with physical disabilities to NCC activities and events. Adapted information materials for people with visual or hearing impairments are also available on request.

Inquiries: Ottawa/Hull (613) 239-5000 or 1-800-465-1867.

**NCC 8**

Facilities for Catered Social Events: Victoria Island, east of Portage Bridge, is available from May 15 to October 31 annually for short-term social events to which admittance is restricted and at which food and beverages are provided and served by a professional catering organization for a fee.

Inquiries: for information relating to user fees, Ottawa/Hull (613) 239-5440; Fax (613) 239-5336.

**National Council of Welfare (NCW)**

Jeanne Mance Building, Room 1876  
Tunney's Pasture  
Ottawa, Ontario  
K1A 0K9

Information: Ottawa/Hull (613) 957-2961.

Minister responsible:  
Minister of National Health and Welfare

**NCW 1**

The Council is a citizens' advisory body to the Minister of National Health and Welfare. It publishes reports, free of charge, on income security programs, medicare, poverty lines and statistics, the retirement income system, social services, tax reform, women and children in poverty and welfare reform.

**National Defence (ND)**

Headquarters  
101 Colonel By Drive  
Ottawa, Ontario  
K1A 0K2

Information: Ottawa/Hull (613) 995-2534 or 996-2353 (media calls); information and recruiting centres see Part II, Addresses.

Minister responsible:  
Minister of National Defence

The Department controls and manages the Canadian Forces and all matters relating to national defence and civil defence. It is responsible for the construction and maintenance of all establishments and facilities required for the defence of Canada.

**ND 1**

Canadian Forces Careers: the Department handles enrolment in the Canadian Forces, the reserves (naval, air, militia and communications) and military colleges. Recruitment in the reserves is handled by local reserve organizations; if none are nearby, recruitment is handled by the nearest recruiting unit.  
Inquiries: Ottawa/Hull (613) 992-3038.

**ND 2**

Military Colleges: Canada's military colleges develop and train officers to serve in the land, sea and air elements of the Canadian Forces. There are three institutions: the Royal Military College (RMC) in Kingston, renowned for its engineering programs; Royal Roads Military College (RRMC) in Victoria, specializing in physics and physical oceanography courses; and the Collège militaire royal de Saint-Jean (CMR), which offers courses in arts, administration and science. Candidates wishing to take a specialized degree course not offered at a military college may attend a recognized Canadian postsecondary institution under the Regular Officer Training Plan. The Reserve Entry Training Plan provides education and training to individuals who wish to serve in the reserve forces, but who are not yet committed to a career in the regular forces. They receive the same education, but must pay fees and take summer military training.

**ND 3**

Teaching Positions Abroad: information is available through the Department on teaching at the elementary and secondary National Defence dependants schools in Europe.  
Inquiries: Director, Dependant's Education, Ottawa/Hull (613) 996-1919.

**ND 4**

Cadets: cadet corps, open to anyone from age 13 to 18, are sponsored by local boards of education (school corps) or by units of the Canadian Forces, service clubs or similar organizations in cities and towns across Canada.



**ND 5**

**Military Decorations:** the Department is responsible for decisions on entitlement to, and recommendations for, military decorations.

**ND 6**

**Military Installations:** the Department provides information to civilians regarding the use of National Defence facilities and property (records, titles, deeds, leases, expropriations and grazing rights). Civilians may also arrange visits to military installations, bases and armories. In certain circumstances, the Department may authorize accommodation for government and civilian personnel.

**ND 7**

**Emergencies/Military Aid:** the Department is responsible for providing military aid to civil authorities in times of emergency.

**ND 8**

**Armed Forces Addresses:** listings of addresses of military bases, camps, stations and units in Canada and abroad are available.

**ND 9**

**Military History:** the Department makes available historical information on the Canadian Forces.  
**Inquiries:** Director of History, Ottawa/Hull  
(613) 998-7057.

**ND 10**

**Military Bands, Exhibitions and Displays:** military bands and equipment may be authorized for official ceremonies, state occasions and specific functions. Military exhibitions and displays are also available.  
**Inquiries:** Director, Ceremonial, Ottawa/Hull  
(613) 992-4150.

**ND 11**

**Changing of the Guard:** the Department organizes the Changing of the Guard on Parliament Hill. The first parade is held the Saturday before Canada Day. Parades continue every day at 10 o'clock until the last Sunday in August.  
**Inquiries:** Ottawa/Hull (613) 992-4779.

**ND 12**

**Claims Against the Military:** the Department is responsible for the settlement of claims against the Crown (military damage to private property and other claims).

**ND 13**

**Military Air Infractions:** the Department investigates and reports on military flying infractions, complaints about aircraft, airport noise and sonic booms.

**ND 14**

**Servicemen's Insurance and Retirement Savings Plans:** National Defence offers insurance and retirement savings plans to Canadian Forces personnel and their spouses. The Service Income Security Insurance Plan (SISIP) provides benefits to dependants in the case of death or long-term disability. Coverage under the plan continues after a member's release from the armed

forces. The Department also offers the Serviceman's Retirement Savings Plan. Information on this plan is available at Canada Trust offices.

**ND 15**

**Defence Industrial Research Program:** this program is designed to improve the capability for innovation and technological development in Canadian industry. The Department provides financial support to applied research projects relevant to defence technologies. To be eligible for grants of up to 50 percent, companies must be incorporated in Canada.

**ND 16**

**Nerve Gas Testing During 1960s:** Canadians with concerns about their participation in nerve gas testing in the 1960s should contact the Department of National Defence.

**ND 17**

**NATO Military Affairs:** the North Atlantic Treaty Organization is a political and military alliance of 16 democratic nations in Western Europe and North America acting collectively to deter and, if necessary, defend against any aggression, in accordance with Article 51 of the United Nations Charter. The primary purpose of the Alliance is to defend the NATO area through the collective military capabilities of alliance members. It also serves a political role as the central Western forum for consulting on developments of common interest and maintaining international peace and security. The 16 allies are Belgium, Canada, Denmark, France, Germany, Greece, Iceland, Italy, Luxembourg, the Netherlands, Norway, Portugal, Spain, Turkey, the United Kingdom and the United States. The Department is responsible for Canada's military commitments under the treaty.

**ND 18**

**NORAD:** the North American Aerospace Defence Command is the joint US – Canadian command for the strategic aerospace defence of the North American continent. NORAD provides surveillance and control of the airspace of Canada and the United States; would respond against air attack; and would provide warning and assessment of the attack.



## National Energy Board (NEB)

Head Office  
Cadillac Fairview Building  
311 6th Avenue S.W.  
Calgary, Alberta  
T2P 3H2

Information: Calgary (403) 292-4800.

Minister responsible:  
Minister of Energy, Mines and Resources

### NEB 1

The National Energy Board is a federal regulatory tribunal with the authority to hold inquiries into any aspect of energy matters under its jurisdiction. It also advises the government on the development and use of energy resources. The Board's regulatory powers include the granting of authorizations for oil, natural gas and electricity exports; the certification of interprovincial and international pipelines and international power lines; and the setting of tolls and tariffs for oil and gas pipelines under federal jurisdiction. The Board also reviews the Canadian supply of all major energy commodities, with emphasis on electricity, oil, natural gas and their by-products.

### NEB 2

Electric Power Lines/Authorization: the Board authorizes the construction and operation of international electric power lines.

### NEB 3

Energy/Trade: the Board considers applications for authorizations for the export of oil, natural gas and electric power, and the import of natural gas. It also prepares long-term forecasts of energy supply and demand and reports on oil export matters involving the Western Accord.

### NEB 4

Pipelines: the Board issues certificates for the construction and operation of international and interprovincial pipelines carrying oil, natural gas or petroleum products. The Board also regulates pipeline safety, carries out on-site inspections and regulates tolls and tariffs of pipeline companies under federal jurisdiction.

### NEB 5

Northern Pipeline Act: the Board's responsibilities under the Act relate mainly to financing and tariffs, approval of pipe specifications, granting of leave-to-open orders and regulation of the operation of the Alaska Highway gas pipeline, for which the Act authorizes construction.

### NEB 6

Frontier Oil and Gas Activities: in April 1991, the regulatory responsibilities of the Canada Oil and Gas Lands Administration (COGLA) for oil and gas exploration and development on frontier lands, excluding the east coast offshore area, were transferred to the National Energy Board. These responsibilities encompass the regulation of exploration for, and the

development and production of, oil and gas in a manner that promotes safety of the worker, protection of the environment and conservation of hydrocarbon resources.



## National Film Board (NFB)

Operational Headquarters  
3155 Côte de Liesse Road  
Saint Laurent, Quebec  
(P O Box 6100, Station A  
Montreal, Quebec H3C 3H5)

Head Office  
Mercury Court  
179 Rideau Street  
Ottawa, Ontario  
K1N 5X8

Information: Ottawa/Hull (613) 996-4259;  
Communications, Montreal (514) 283-9246/7; regional  
or other offices see Part II, Addresses.

Minister responsible:  
Minister of Communications

The National Film Board (NFB) initiates and promotes the production, marketing and distribution of films and other audio-visual materials designed to show Canada to Canadians and other nations. The NFB also researches and develops projects to advance the art and technology of audio-visual communication.

### NFB 1

Films and Other Audio-visual Materials/Distribution: the National Film Board markets and distributes 16-mm films, video cassettes and other audio-visual materials both in Canada and abroad. It accomplishes this through direct and indirect sale, rental, loan and contract bookings to the general public, public institutions, non-profit organizations, cinemas, television and commercial distributors.





## National Farm Products Marketing Council (NFPMC)

Martel Building  
270 Albert Street, 13th Floor  
(P O Box 3430, Station D)  
Ottawa, Ontario  
K1P 6L4

Information: Ottawa/Hull (613) 995-6752; Fax  
(613) 995-2097.

Minister responsible:  
Minister of Agriculture

### NFPMC 1

The Council advises the Minister of Agriculture on the establishment and operation of national agricultural marketing agencies, and works with these agencies and provincial governments in promoting more effective marketing of farm products. Marketing agencies for table eggs, turkey, chicken and broiler hatching eggs have already been established.



## National Gallery of Canada (NGC)

380 Sussex Drive  
(P O Box 427, Station A)  
Ottawa, Ontario  
K1N 9N4

Information: Ottawa/Hull (613) 990-1985; for hearing-impaired people (613) 990-0777; tours (613) 990-0570; bookstore (613) 990-1970; library (613) 990-0589; Canadian Museum of Contemporary Photography (613) 990-8259.

Minister responsible:  
Minister of Communications

### NGC 1

The mandate of the National Gallery of Canada, established in 1880, was renewed by the Museums Act of 1990. The Gallery develops, maintains and makes known a collection of historic and contemporary works of art, with special but not exclusive reference to Canada. The Gallery also furthers knowledge, understanding and enjoyment of art. Its collection of Canadian, European, American and Asian art includes paintings, sculpture, prints, drawings, photographs, video and film. A variety of talks, lectures, tours, educational services and special events complement exhibitions and installations. A bookstore, an art research library, two restaurants and indoor parking are provided.

The new home of the Canadian Museum of Contemporary Photography, an affiliate museum, opened to the public at 1 Rideau Street, Ottawa, in the spring of 1992.



## National Library of Canada (NLC)

395 Wellington Street  
Ottawa, Ontario  
K1A 0N4

Information: Ottawa/Hull (613) 995-9481.

Minister responsible:  
Minister of Communications

The National Library promotes knowledge and use of the published heritage of Canada, ensures its acquisition and preservation and supports Canadian studies. It fosters library development throughout the country and facilitates Canadian library and information resource sharing.

### NLC 1

Canadian Library Holdings: the Library maintains union catalogues listing the holdings of over 350 Canadian libraries. This includes books, government publications, newspapers, serials and special format materials for people with reading impairments (braille, large print and talking books) to improve information access for persons with disabilities.

### NLC 2

Canadiana Collection: the National Library collects works published or printed in Canada, written or edited by Canadians or dealing with Canadian topics and published anywhere in the world. The collection consists of works in all formats: books, government publications, microforms, serials, newspapers, theses, sheet music, musical scores and sound recordings, both current and retrospective, with no language limitation. This material is available to researchers at the National Library or through interlibrary loan. The National Bibliography, *Canadiana* provides a standardized listing of Canadian publications. It lists publications produced in Canada, or published elsewhere but of special interest or significance to Canada. *Canadiana* provides complete and standard cataloguing information, in English and French, for reference and research, for verifying bibliographic information and for cataloguing copy. It is available for purchase in microfiche format. Bibliographic records of the collection are also available on magnetic tape and on the DOBIS on-line data base. Inquiries: Ottawa/Hull (819) 994-6918.

### NLC 3

Rare Books: the focus of the collection is on pre-Confederation Canadian imprints and early books on Canada and North America published elsewhere. The collection also includes modern Canadian limited editions and Canadian livres d'artistes. The Jacob M Lowy Collection comprises approximately 3000 volumes of rare Hebraica and Judaica spanning 500 years of printing history. A reference collection of nearly 1000 titles focusing on the history of Hebrew printing and bibliography is also housed in the Lowy Room, as are the 200 Hebraic manuscripts and 400 reels of microfilmed manuscripts which form the Saul



**National Library of Canada** (*continued*)

Hayes Collection. These materials are for on-site reference only.  
Inquiries: Ottawa/Hull (613) 996-1318.

**NLC 4**

Legal Deposit: Canadian publishers are required to send two copies of all new books, serial publications, music scores, microforms, CD-ROMs and video recordings, and one copy of the sound recordings they publish to the National Library. In this way a comprehensive national collection is gathered as a record of the nation's published heritage.  
Inquiries: Ottawa/Hull (613) 997-9565.

**NLC 5**

Literary Manuscript Collections: the Library acquires, preserves and makes available for research, papers of Canadian writers of literature and those from individuals and organizations in related fields such as publishing and the book arts. The papers and illustrations for children's books are acquired selectively.

**NLC 6**

Books in Non-official Languages: the Multilingual Biblioservice (MBS) provides reading materials in non-official languages through a network of public libraries. The collection consists of material for leisure reading, for children and popular topics such as crafts, sports, folklore, cooking, health and child care.  
Inquiries: Ottawa/Hull (819) 997-9930; Fax (819) 953-6984.

**NLC 7**

Reference and Information Services: the National Library provides information and bibliographic services in Canadian studies, the social sciences and humanities, in response to requests received by telephone, telex, facsimile, electronic or regular mail or in person. On-line and CD-ROM searching and assistance in the use of the Library's special collections of Canadian and foreign government publications and newspapers are also provided. Individuals requesting reference services are asked to consult their local library resources first before using the reference services of the National Library of Canada.  
Inquiries: Ottawa/Hull (613) 995-9481 or Fax (613) 943-1112.

**NLC 8**

The Library Development Centre: the Centre offers reference and information services on all aspects of library and information science to the Canadian library community and the general public. It also provides work-related information to staff of the National Library and to federal government librarians. A specialized information service assists libraries serving people with disabilities. The Centre also offers liaison, consultative and advisory services.  
Inquiries: Ottawa/Hull (613) 995-8717.

**NLC 9**

Data Base Services: the National Library's on-line data base, DOBIS, containing over eight million records of library materials, is available to libraries and information

centres across Canada. The Canadian Conspectus data base, an on-line inventory, contains assessments of the collections of participating Canadian libraries.  
Inquiries: DOBIS Search Service, Ottawa/Hull (819) 997-7000.

**NLC 10**

Canadian Book Exchange Centre (CBEC): the Centre is a service for distribution and exchange within the Canadian library community of publications that are surplus for some libraries but needed by others. Distribution lists of available publications and want lists are published by the centre. On-site visits for selection of periodicals and official publications can also be arranged.  
Inquiries: Ottawa/Hull (613) 952-8902; Fax (613) 954-9891.

**NLC 11**

Children's Literature: the National Library has an extensive collection of books suitable for young people aged 16 years and under. The service provides consultation, answers reference questions and provides bibliographic information to librarians, educators, publishers, bookstores, writers and the general public. It also publishes an annual list of notable Canadian children's books and other bibliographies.  
Inquiries: Ottawa/Hull (613) 996-2300.

**NLC 12**

Music: through purchases, gifts and legal deposit, the Library has gathered sheet music, scores, books, sound recordings and archival materials which reflect Canada's musical heritage. Recognized as one of the major resources for music research in Canada, the Music Division provides in-depth reference, referral and consultative services to libraries and organizations in Canada and abroad.  
Inquiries: Ottawa/Hull (613) 996-3377.

**NLC 13**

Lending and Document Delivery: National Library collections are available, with some exceptions, through interlibrary loan, to users requesting material through their local library and to researchers at the National Library who are registered to use the collections on the premises. The National Library participates in a variety of document delivery services which ensure prompt delivery of loaned items.  
Inquiries: Interlibrary Loan Division, Ottawa/Hull (613) 996-3566.

**NLC 14**

Network Development: the National Library facilitates the development of decentralized, electronic Canadian library and information networking through research in computer and telecommunications technologies; development of library applications of these technologies; design and co-ordination of pilot projects to test applications developed; and provision of networking co-ordination and liaison.

**NLC 15**

Cataloguing in Publication (CIP): designated libraries across Canada provide Canadian publishers with pre-publication cataloguing records to be printed in their forthcoming books. The information is distributed



promptly to libraries and booksellers, here and abroad, through the "Forthcoming Books" insert to *Quill & Quire*, *Livres d'ici* and through all the bibliographic products of the National Library of Canada. This helps librarians and booksellers to select, order and catalogue their books.

Inquiries: Ottawa/Hull (819) 994-6881.

#### NLC 16

ISBN and ISSN: international standard book numbers (ISBN) and international standard serial numbers (ISSN) are supplied to Canadian publishers on request. These numbers facilitate information exchange on Canadian publications.

Inquiries: Ottawa/Hull, ISBN (819) 997-9565; ISSN (819) 994-6895.

#### NLC 17

Canadian Theses Service: the Library provides for the microfiche reproduction, cataloguing and sale of theses. The success of the program is due to the collaboration between the National Library and the participating universities.

Inquiries: Ottawa/Hull (819) 953-6221.

#### NLC 18

Public Programs: this service organizes temporary and travelling exhibitions, concerts, readings, book launches and other special projects related to the published heritage. It is responsible for media relations, tours and liaison with the Friends of the National Library.

Inquiries: Ottawa/Hull (613) 992-8304/943-2343.

#### NLC 19

MARC Records Distribution Service (MRDS): this subscription service distributes machine-readable catalogue (MARC) records created by the National Library and, through its exchange agreements with other national cataloguing agencies, makes foreign records available in Canada.

Inquiries: Ottawa/Hull (819) 994-6913.

#### NLC 20

Preservation: the National Library spearheaded the federal government's policy of using stable, permanent paper for all its publications of historic or informational value. Other preservation activities include mass de-acidification of its holdings, development of the Preservation Collection of Canada and promotion of permanent paper use for Canadian publication.

Inquiries: Ottawa/Hull (613) 992-9652.

#### NLC 21

Publications: Publications and Marketing Services promotes the National Library's collections, programs and services by managing an active publishing and marketing program. It is also responsible for the production of alternate format publications for the National Library.

Inquiries: Ottawa/Hull (613) 995-7969.



## National Museum of Science and Technology Corporation (NMST)

1867 St Laurent Boulevard  
(P O Box 9724, Ottawa Terminal)  
Ottawa, Ontario  
K1G 5A3

Information: Ottawa/Hull (613) 991-3044.

Minister responsible:  
Minister of Communications

The National Museum of Science and Technology is dedicated to the collection, preservation and public display of scientific and technological objects. Both the National Aviation Museum and the Agriculture Museum fall under its auspices; for information on the National Aviation Museum see National Aviation Museum (NAM).

#### NMST 1

Exhibits: the museum collects and preserves objects and data relating to Canadian scientific and technological history and development. Both permanent and temporary exhibits emphasize visitor participation and cover the following major subject areas: pure science (mathematics, physics, chemistry), astronomy, transportation, communications and space, agriculture, forestry, fishing, extractive industries, industrial technology, energy, marine technology, fire technology, civil and structural engineering, computer technology, meteorology, graphic arts technology, medical technology and photography. The museum contains the Helen Sawyer Hogg Observatory that houses Canada's largest refracting telescope, used for evening educational programs. Public activities and services include stargazing, demonstrations, special tours and films, travelling exhibits and publications.

#### NMST 2

Agriculture Museum: the museum was opened in 1983 under the joint control of NMST and Agriculture Canada. Housed in the historic dairy barn of the Central Experimental Farm in Ottawa, the museum features two permanent exhibitions, "Haying in Canada" and "An Ontario Barn of the 1920s," assembled with restored artifacts from the NMST's National Agricultural Collection.





## Northern Pipeline Agency Canada (NPA)

Lester B Pearson Building  
125 Sussex Drive  
Ottawa, Ontario  
K1A 0G2

Information: Ottawa/Hull (613) 993-7466.

Minister responsible:  
President of the Queen's Privy Council for Canada

### NPA 1

The Agency was established to oversee the planning and construction, by Foothills Pipe Lines Ltd, of the Alaska Highway gas pipeline from the Alaska – Yukon border to the lower 48 states. The aim of its activities is to maximize economic benefits and minimize adverse effects of the project on people and the environment along the route.



## National Parole Board (NPB)

Headquarters  
Sir Wilfrid Laurier Building  
340 Laurier Avenue West  
Ottawa, Ontario  
K1A 0R1

Information: Ottawa/Hull (613) 954-6617; regional offices see Part II, Addresses.

Minister responsible:  
Solicitor General of Canada

The National Parole Board has absolute discretion to grant, deny, terminate or revoke parole for inmates in federal and territorial institutions and in provincial institutions in all provinces except Quebec, Ontario and British Columbia. Each of the latter provinces maintains a provincial parole board. The Board also issues, grants, denies or revokes pardons for convictions under federal acts or regulation and makes clemency recommendations.

### NPB 1

Parole: parole is society's only mechanism to return offenders to the community at the optimum time with control, supervision and support. While it is a way of helping to protect society by increasing an offender's chances for success, parole in no way shortens an offender's sentence, only the way that sentence is served. Day parole provides offenders with an opportunity to participate in community-based activities such as education, employment search, training or counselling. A temporary absence with or without escort, allows offenders to leave an institution for medical or humanitarian reasons, usually for short periods. It is frequently the first type of release to be granted. Full parole allows offenders to serve the

remainder of the sentence under supervision in the community. By law, most federal inmates must be released after serving two thirds of the sentence. Offenders serving life or indeterminate sentences are not eligible for statutory release. The Corrections and Conditional Release Act requires the release, on full parole, of some offenders who are serving their first term in a penitentiary after they have served one third of their sentence. In this process of accelerated review, offenders must be serving the sentence for a non-violent offence or a minor drug offence. The Board must find no reasonable grounds to believe they are likely to commit an offence involving violence before the end of the sentence.

### NPB 2

Pardons: a pardon may be granted under the Criminal Records Act to assist people who have been found guilty of a criminal offence and who, having satisfied the sentence imposed, have subsequently shown they are law-abiding citizens. If a pardon is in force, any federal agency or department that has records of convictions must keep those records separate. They may not disclose the information in the record without permission from the Solicitor General of Canada.



## National Research Council Canada (NRC)

Head Office  
Montreal Road  
Ottawa, Ontario  
K1A 0R6

Information: Ottawa/Hull (613) 993-9101; other offices, see Part II, Addresses.

Minister responsible:  
Minister for Industry Science and Technology

The National Research Council is Canada's principal science and technology organization. It supports national science and engineering activities, research and development and the stimulation of investment in research and development. The NRC also helps develop and provide vital expertise and knowledge.

### NRC 1

Institute for Environmental Chemistry: the focus of research and development at this Institute is on waste reduction and treatment, process technology and measurement science. Research projects involve collaboration with private-sector clients, including suppliers of systems and services, engineering consultants, processors of hazardous waste and manufacturers of equipment.

### NRC 2

Institute for Microstructural Sciences: fabricating new materials with optical and electrical properties for the telecommunications industry, lasers, thin films and optics are among the many areas of research in this Institute.



**NRC 3**

Institute for National Measurement Standards: the Institute disseminates, maintains and improves the basic standards of measurement. In addition to the six basic measurement quantities (length, mass, time, temperature, electrical and light units), the Institute maintains a number of derived standards, such as those for ionizing radiation, acoustics, colour and pressure. Calibration services for measuring instruments directly related to the other standards are provided for industry, universities and government agencies.

As a public service, the NRC provides the exact time of day via radio and television.

**NRC 4**

Steacie Institute for Molecular Sciences: the Institute supports research in free-radical chemistry, X-ray lasers, molecular spectroscopy as well as research relating to the resolution of materials problems in areas relevant to the high technology industry.

**NRC 5**

Institute for Biological Sciences: the Institute collaborates with private industry to further the development and transfer of biotechnology. The Carbohydrate Laboratory deals mostly with carbohydrate antigens, vaccines and diagnostics for human and veterinary pathogens. The Laboratory also researches microbiological and enzymatic conversions of useful products related to carbohydrates. The Medical Biosciences Laboratory studies socially and commercially significant problems of abnormal physiology at the whole-animal, cellular and molecular levels. The Protein Laboratory is involved in studies of the properties, design and modification of proteins with novel, industrially important functions.

**NRC 6**

Institute for Biodiagnostics: this new Institute began operations in May 1992 with a mandate to research techniques and instrumentation to improve both diagnosis of disease and monitoring of therapy. The development of leading edge diagnostic instruments and techniques, such as magnetic resonance (MR) imaging and infrared (IR) spectroscopy, will be shared with Canada's medical research community. In collaboration with academic centres across the country, the Institute will provide training for scientists, physicians and technologists working with these new instruments and methods. It will also collaborate with pharmaceutical companies using MR or IR technology to evaluate new products. Revenues generated by these services will contribute to developing and expanding the research program.

Among topics of special interest for the MR technology group are cancer, stroke and heart research. The spectroscopy programs will concentrate on cancer, Alzheimer's disease and thermo-spectral diagnostics.

Inquiries: Winnipeg (204) 983-7692.

**NRC 7**

Institute for Information Technology: research activity is related to the application of computer technology to industry. Areas of particular interest include artificial intelligence, robotics and automation for the manufacturing, resource and health care industries.

**NRC 8**

Institute for Mechanical Engineering: research and development activities cover thermodynamics, applied mechanics and hydrodynamics. The Institute works closely with Canadian industry to address problems of both long- and short-term concern. The main research effort is related to Canadian transportation problems and the development and application of technology to increase industrial productivity. Vital to all application areas is a continuing accumulation of basic engineering data and expertise as well as the operation of several national facilities for engineering research and development. The Institute operates eight laboratories in Ottawa and one in Vancouver.

Studies are underway to create three new institutes, one for advanced manufacturing technology, one for machinery mechatronics and one for environmental engineering as well as a separate laboratory expected to develop into an institute for surface transportation technology. These new institutes would effectively replace the Institute for Mechanical Engineering.

**NRC 9**

Public Security Program: this program provides a focal point for all law enforcement research projects carried out at the NRC. The Canadian Police Research Centre, created in 1990, brings together NRC, the Royal Canadian Mounted Police and the Canadian Association of Chiefs of Police in the latest step in a long-standing co-operative program of research, development and product commercialization to support Canada's police community and national security programs. Products already developed through co-operation among these three partners include the fingerprint chamber, the drug detector and the bomb suit.

**NRC 10**

The Herzberg Institute of Astrophysics: named after NRC's Dr. Gerhard Herzberg, the 1971 Nobel laureate for chemistry, the Institute operates and maintains astronomical observatories as national facilities available to all interested scientists. The Institute conducts its own research programs in the fields of astronomy, space science and molecular spectroscopy and is engaged in the development of new techniques and instruments for collecting and assessing observational data.

**NRC 11**

Plant Biotechnology Institute: the Institute is Canada's national laboratory for advanced research on biotechnologies for higher plants, especially those important in agriculture, forestry and industrial processing. It is one of three NRC co-ordinated laboratory divisions devoted to biotechnology research and development, the others being the Institute for Biological Sciences and the Biotechnology Research Institute. The aim of the Institute is to produce new, exploitable biotechnology for Canada, concentrating on techniques of cell and molecular biology and of biological chemistry.

**NRC 12**

Biotechnology Research Institute: a component of the national biotechnology network, the Institute conducts research in biochemical engineering, genetic



**National Research Council Canada** (*continued*)

engineering, protein engineering and immunology. Its objective is to establish, in partnership with Canadian industries, universities and public research agencies, a strong national research program that will have extensive and eventually dominant private-sector involvement. The program is designed to sustain industrial activity, make commercialization easier and support the rapid expansion of a range of competitive biotechnology products.

**NRC 13**

**Institute for Research in Construction:** the Institute carries out studies to develop the technology needed for the design, construction and use of buildings in a cold climate. Research on the properties of materials, building design, energy efficiency, climatic loads and geotechnical areas is particularly important in preventing problems such as deterioration, condensation, air leakage and structural instability. Other studies are carried out on fire safety design, sound insulation and acoustics, air quality, building systems and services and the economics of construction and rehabilitation. The Canadian Construction Research Board which assesses, on a continuing basis, the knowledge and research needs of the construction industry in Canada, provides policy and program direction to the Institute. The Institute also provides technical support for the National Building Code for Canada, the National Fire Code for Canada, the Measures for Energy Conservation in New Buildings, Building Standards for the Handicapped, Residential Standards and the Canadian Plumbing Code. The national model codes are published on a five-year cycle for adoption by provincial and municipal authorities.

**NRC 14**

**Industrial Materials Institute:** the objective of the Institute is to increase productivity and to improve the performance and durability of materials with industrial applications. The Institute is responsible for major research and development projects in the industrial and manufacturing sectors in Canada – projects which deal with a vast range of materials including metals, glass, concrete, plastics and ceramics. Researchers study manufacturing processes used for making these materials; resistance to corrosion, chemical degradation, wear, aging and fatigue; and the establishment of mathematical models of moulding, assembling and finishing processes.

**NRC 15**

**Institute for Marine Dynamics:** the Institute, located in St John's, Newfoundland, devises testing programs for ships and offshore structures. Its facilities include a towing tank, an ice tank, a cavitation tunnel, an advanced sea-keeping basin and a computer-controlled milling machine, making it one of the most important research institutes for marine hydrodynamics in the world. The Institute is active in the design of vessels as well as model construction and performance trials, including "scaling-up" of results to be applied to full-sized ships.

**NRC 16**

**The Institute for Aerospace Research (IAR):** the Institute carries out research and development in support of the Canadian aerospace community. Its expertise is directed not only to matters of aeronautical and aerospace concern, but also to programs related to airborne research, safety, industrial aerodynamics and wind engineering. The Institute also maintains a number of national facilities including various sizes of wind tunnels, specially equipped research aircraft and structural test equipment, all of which may be used on a commercial fee-for-service basis as well as for research and development projects.

**NRC 17**

**Institute for Marine Bioscience (IMB):** the Institute performs research and development mainly in marine sciences and on industrial materials and processes relevant to the economy of the Atlantic provinces. The marine-related research includes studies of the biology, biotechnology and chemistry of organisms (particularly marine plants) and the development of marine analytical chemistry methodologies and standards. The Laboratory's role in marine biotechnology and associated analytical methods is being expanded to create a national program that is fully integrated with the national biotechnology strategy.

**NRC 18**

**Canada Institute for Scientific and Technical Information (CISTI):** as the country's largest scientific and technical information service, the Institute provides instant on-line access to North America's most extensive collection of scientific and technical literature. Its services include customized literature searches, the development of highly specialized data banks and expertise in finding answers to complex questions. CISTI responds to nearly half a million requests for technical documents each year.

**NRC 19**

**Industrial Research Assistance Program (IRAP):** this program assists with and promotes the use of technology in Canadian firms where technology can help to improve their competitiveness in world markets. IRAP provides Canadian firms with easy access to a broad range of mature to leading-edge technologies. Firms are located in every region of Canada, operating within the local economy as well as the international marketplace. Technologies include informatics and artificial intelligence, advanced materials, biotechnology, construction, agriculture, aquaculture, medicine and health care, and manufacturing.

The IRAP Network brings together, with all NRC institutes, some 70 specialized technology centres as well as federal departments, provincial research organizations, universities and colleges and other professional bodies. The Network also sponsors technology transfer officers at several Canadian universities. The IRAP program is delivered by industrial technology advisors – engineers or scientists with considerable industrial experience – from NRC and its IRAP associate organizations. They provide Canadian firms with services, ranging from the delivery of professional guidance and technical advice to the



transfer and adaptation of needed technology, both national and international, from a vast array of government laboratories and research facilities.

#### NRC 20

**Publishing:** NRC publishes research journals in such varied fields as entomology and chemistry. As well as its own journals, the Council is currently publishing research journals for other government departments; for example, fisheries and marine sciences publication for the Department of Fisheries and Oceans, published after 1992 are now available through NRC.

**Inquiries:** Research Journals, Building M-55, Montreal Road, Ottawa, Ontario, K1A 0R6 (613) 993-9093.

#### NRC 21

**Intellectual Property Services Office (IPSO):** with the closing of Canada Patents Development Limited (CPDL) in 1992, the IPSO began to provide various intellectual property services that had previously been looked after by CPDL. A research and development organization with a wide range of activities aimed at the development of technologies and located in over a dozen institutes, the office is a "one-stop shop" for licensing out to industry the technologies available from the laboratories of NRC. The transfer of technology takes the form of direct or collaborative licensing agreements. Services, provided both to NRC and to other government departments, are on a cost-recovery basis.

**Inquiries:** Intellectual Property Services Office, Building M-58, Montreal Road, Ottawa, Ontario, K1A 0R6 (613) 990-9547; Fax (613) 952-6092 or contact any regional office or institute of NRC, see Part II, Addresses.



### National Round Table on the Environment and the Economy (NRTEE)

1 Nicholas Street, Suite 1500  
Ottawa, Ontario  
K1N 5B7

**Information:** Ottawa/Hull (613) 992-7189; Fax (613) 992-7385.

**Minister responsible:**  
Prime Minister

Founded in 1989, the National Round Table on the Environment and the Economy set goals to address critical issues of environment and economic development with the best information and analysis possible; to advise the Prime Minister and the federal government on ways to integrate environmental and economic considerations in decision making; to play an active role in Canadian society to make changes toward more sustainable forms of economic development; and to create partnerships that will help resolve issues and overcome barriers for the achievement of sustainable development. To this end, the NRTEE seeks input from many varied perspectives, values and beliefs with

diverse objectives. These "competing and converging interests" come from political interests, corporate sectors, academe, scientific groups, and public interest and professional groups. Legislation to make the NRTEE an autonomous departmental corporation, reporting directly to the Prime Minister, has passed first reading before the House of Commons.

#### NRTEE 1

**Sustainable Development:** the NRTEE promotes sustainable development through the publication of the Sustainable Development Series of books. Titles include *Preserving Our World*; *Sustainable Development: A Manager's Handbook*; *National Waste Reduction Handbook*; *Discussions on Decision Making Practices for Sustainable Development*; *On the Road to Brazil*; *Toward Sustainable Communities*; *The Green Guide*; and *Trade, Environment and Competitiveness*. These publications were sponsored by Canadian companies, providing a concrete example of public and private sector working in harmony, and are available free of charge. Other publications are in progress.

#### NRTEE 2

**Advisory Services:** the NRTEE has assisted the government in its environmental assessment process, has assessed Canada's bilateral agreements on trade with other countries in terms of sustainable development and has helped the government cope with the problem of waste reduction. As well as encouraging discussion among various sectors of the economy, the NRTEE played an active role in the recent United Nations Conference on Environment and Development (UNCED) by contributing to Canada's position on a global strategy for sustainable development.

#### NRTEE 3

**Youth Science Awards:** to educate Canadian youth and encourage sustainable development at the earliest possible stages, the NRTEE rewards young scientists who have developed projects which enhance sustainable development by sponsoring youth science awards.





## Natural Sciences and Engineering Research Council of Canada (NSERC)

Centennial Towers  
200 Kent Street  
Ottawa, Ontario  
K1A 1H5

Information: Ottawa/Hull (613) 995-5992.

Minister responsible:  
Minister for Science

The Natural Sciences and Engineering Research Council is Canada's largest research granting agency and a leader in the promotion of research partnerships between university, industry and government. The Council invests almost \$500 million annually in advanced university-based research, the training of new scientists and engineers, and collaboration between the performing sectors. The Council also has a management role in the national Networks of Centres of Excellence Program.

### NSERC 1

**Research Grants:** these represent a key source of research funding for Canadian university researchers and constitute the foundation of a large part of Canada's research and training effort. Researchers can compete nationally for individual, group and equipment grants. Grant activities also include the Collaborative Research Initiatives Program, which supports multi- and inter-disciplinary projects, and the NSERC Research Partnerships Program, which is helping Canada develop essential industrial technologies and knowledge skills. Since 1984, the latter has helped support almost 1100 university-industry research collaborations and more than 117 major industrial research chairs. Finally, a comprehensive strategic grants program funds mission-oriented university projects in 10 specific areas that include information systems, biotechnology, forestry and environmental quality. Industry and government advise in the development of the mission statements.

### NSERC 2

**Scholarships and International Programs:** the Council offers an extensive range of awards for advanced study and research to undergraduate and graduate students, postdoctoral fellows, scientists and engineers. Awards, which are decided in national competitions, are tenable in universities and other organizations in Canada and abroad. A component of this program is designed to encourage women to take up research careers. Another component promotes international co-operation and mobility.

### NSERC 3

**Interdisciplinary Research:** in collaboration with other granting agencies, NSERC will consider interdisciplinary applications that overlap with the jurisdictions of the Medical Research Council and the Social Sciences and Humanities Research Council. These fields include

kinesiology, physical education, psychology, veterinary medicine, industrial engineering, resource management and applied mathematics.

### NSERC 4

**Other Awards Administered by NSERC:** the Agency administers some awards on behalf of other agencies. These include Visiting Fellowships in Canadian Government Laboratories, NATO Science Fellowships, Japanese Science and Technology Agency Fellowships and the Japan Society for the Promotion of Science Fellowships.



## National Search and Rescue Secretariat (NSS)

Standard Life Building, 4th Floor  
275 Slater Street  
Ottawa, Ontario  
K1A 0K2

Information: Ottawa/Hull (613) 992-0063. For toll-free numbers (emergency marine or air search and rescue only) see the Toll-free Telephone Services section.

Minister responsible:  
Lead Minister for Search and Rescue  
(Minister of National Defence)

### NSS 1

In 1986, following the inquiry of the Royal Commission on the Ocean Ranger Marine Disaster, the federal government set up a distinct program to manage search and rescue activities in Canada. The Secretariat is responsible for the National Search and Rescue Program, co-ordinating the collective efforts of all levels of government and other sectors of society. It also develops search and rescue policy and supports the Minister of Defence who is the Lead Minister for Search and Rescue.

### NSS 2

**SARSCENE:** the Secretariat publishes a quarterly newsletter for the Canadian search and rescue community called *SARSCENE*.

Inquiries: Ottawa/Hull (613) 996-2642; Fax (613) 996-3746.





## National Transportation Agency of Canada (NTA)

Head Office  
Les Terrasses de la Chaudière  
15 Eddy Street  
Hull, Quebec  
(Mail: Ottawa, Ontario K1A 0N9)

Information: Ottawa/Hull (819) 997-0344; or regional offices: *see* Part II, Addresses.

Minister responsible:  
Minister of Transport

The National Transportation Agency performs all the functions vested in it by the National Transportation Act, 1987. It is responsible for the economic regulation of all aspects of the transportation sector in Canada under federal jurisdiction. This includes transport by rail, air, water and commodity pipeline, as well as certain types of interprovincial commercial motor transport.

### NTA 1

**Subsidies:** the Agency administers several programs to support transportation services, including subsidies for uneconomic railway branch lines, uneconomic railway passenger services, western grain transportation and truck transportation in Atlantic Canada and Eastern Quebec. In addition to payment of subsidies, the Agency determines the rates for the movement of western grain and canola products.

### NTA 2

**Rail Network Rationalization:** under this program, the Agency evaluates applications from railway companies to abandon rail lines and to make other adjustments to their networks, and makes rulings allowing abandonment, authorizing subsidization or recommending other courses of action.

### NTA 3

**Dispute Resolution:** the Agency helps resolve disputes over rates and services between carriers and shippers or travellers. Its methods include formal and informal investigations, mediation and final offer arbitration. Other areas of responsibility include interswitching between rail lines and acquisitions of large transportation companies, including air carriers, railway, shipping and trucking companies.

### NTA 4

**Tariffs and Official Filings:** the Agency analyses and maintains a wide range of tariffs, agreements and other documents dealing with rates and conditions of carriage. These include confidential contracts between railways and shippers; tariffs filed by rail, water and motor vehicle carriers in support of subsidy claims; shipping conference agreements, marine pilotage tariffs and international air tariffs.

### NTA 5

**Accessible Transportation:** the Agency can assess, on its own initiative or in response to a complaint, whether the way a federally regulated transportation service is being provided is an obstacle to the mobility of persons

with disabilities. The Agency can order removal of that obstacle and may also order the carrier to pay compensation. It also develops regulations to eliminate barriers in Canada's transportation network, and monitors carriers to ensure that persons with disabilities have fair access to Canada's transportation system.

### NTA 6

**Market Entry:** under this program, the Agency is responsible for the licensing of Canadian and foreign air carriers operating in Canada, the licensing of domestic air carriers operating internationally, the licensing of marine resupply services to the North, the issuance of rail certificates of fitness and the assessment of applications from foreign-registered vessels to engage in coasting trade in Canadian waters. As of 1988, according to the new Act, rail companies may sell parts of their rail lines to persons wishing to operate short-line railways. The Market Entry and Analysis Branch reviews such agreements.

### NTA 7

**Industry Monitoring and Analysis:** the Agency monitors the impact of economic regulations on the transport industry and provides information to governments and others who are involved in the analysis and formulation of transport policy, including an annual review to Parliament. These reports are based on implementation of the National Transportation Act, 1987, the Shipping Conferences Exemption Act, 1987 and the Motor Vehicle Transport Act.

### NTA 8

**Secretariat:** this office is responsible for recording NTA decisions, issuing decisions and orders, drafting and processing regulations in accordance with government policy, co-ordinating ministerial and executive correspondence, and administering public hearings conducted by the NTA.



## Office of the Auditor General of Canada (OAG)

Head Office  
C D Howe Building, 11th Floor, West Tower  
240 Sparks Street  
Ottawa, Ontario  
K1A 0G6

Information: Ottawa/Hull (613) 995-3766; regional offices: *see* Part II, Addresses.

The Auditor General reports directly to Parliament.

### OAG 1

The Office of the Auditor General of Canada is responsible for examining the Public Accounts of Canada, including those relating to the Consolidated Revenue Fund, public property and various Crown corporations. The Auditor General performs comprehensive audits of departments, agencies and certain Crown corporations and conducts government-wide studies of issues involving the



## Office of the Auditor General of Canada (continued)

management of financial, physical and human resources of the federal government. The Auditor General reports annually to the House of Commons, but may make a special report to the House on any matter that he or she believes should not be deferred until the annual report.



## Office of the Commissioner of Official Languages (OCOL)

Head Office  
110 O'Connor Street  
Ottawa, Ontario  
K1A 0T8

Information: Ottawa/Hull (613) 992-5264 (collect calls are accepted); for hearing-impaired people 1-800-461-2630; for other offices *see* Part II, Addresses or *see* the Toll-free Telephone Services section.

The Commissioner reports directly to Parliament.

The Commissioner of Official Languages ensures that Canada's two official languages, English and French, enjoy equality of status and equal rights and privileges in all federal institutions.

### OCOL 1

Information and Complaints/Official Languages: information is provided on any matter related to the Official Languages Act, the Commissioner's mandate, language of service or of work, and equitable participation of anglophones and francophones in federal institutions. The Office of the Commissioner of Official Languages receives complaints from the general public and public servants concerning English and French as languages of work and their use of these languages in providing service to the public. It also conducts inquiries into complaints involving the implementation of the Official Languages Act in federal departments and institutions. Complainants also have recourse to the Federal Court of Canada.



## Office of the Superintendent of Financial Institutions Canada (OSFI)

Head Office  
Kent Square  
255 Albert Street  
Ottawa, Ontario  
K1A 0H2

Information: Ottawa/Hull (613) 990-7788; for other offices *see* Part II, Addresses.

Minister responsible:  
Minister of State (Finance and Privatization) (under the authority of the Minister of Finance)

### OSFI 1

The Office of the Superintendent of Financial Institutions is responsible for supervising all federally regulated financial institutions including banks, insurance, trust, loan and investment companies. It also has responsibility for supervising federally regulated pension plans and for providing actuarial reports on various government pension programs.

### OSFI 2

Complaints and Inquiries: the Office provides mediation for members of the general public who have complaints or inquiries about federally regulated financial institutions after recourse mechanisms available from the institution in question have been exhausted. This program enables the OSFI to monitor the nature, number and disposition of complaints about regulated institutions and to provide an outlet for people to voice their complaints.

Inquiries: Communications and Public Affairs, Ottawa/Hull (613) 990-7890, (613) 993-1677 or (613) 990-6011; for hearing-impaired people (613) 990-0473; Fax (613) 990-5591 or any regional office *see* Part II, Addresses.



## Pension Appeals Board (PAB)

381 Kent Street, Room 327  
(P O Box 8567)  
Ottawa, Ontario  
K1G 3H9

Information: Ottawa/Hull (613) 995-0612; Fax (613) 995-6834.

Minister responsible:  
Minister of Health and Welfare

### PAB 1

The Pension Appeals Board is a tribunal created by Parliament following an agreement with the Government of Quebec. It hears appeals arising from decisions of the Minister of National Revenue and the Minister of National Health and Welfare under the



Canada Pension Plan Act (CPP). The Tax Court of Canada now has jurisdiction with respect to appeals arising from decisions of the Minister of National Revenue instituted on or after 1 January 1991.



## Privacy Commissioner of Canada (PCC)

Place de Ville  
Tower B, 3rd Floor  
112 Kent Street  
Ottawa, Ontario  
K1A 1H3

Information: Ottawa/Hull (613) 995-2410 or toll-free 1-800-267-0441; for hearing-impaired people (613) 992-9190; Fax (613) 995-1501.

The Privacy Commissioner of Canada reports directly to Parliament.

### PCC 1

The Privacy Commissioner investigates complaints from individuals about government handling of their applications to see their personal information in government files, as set out in the Privacy Act. The Commissioner also investigates complaints concerning the collection, use, handling, disclosure and disposal of personal information by the federal government agencies to ensure that it complies with the Privacy Act. He or she has the power to audit personal record keeping by federal bodies and may initiate complaints. The Privacy Commissioner reports annually to Parliament and may submit special reports whenever a matter is considered sufficiently urgent.



## Privy Council Office (PCO)

Langevin Block  
80 Wellington Street  
Ottawa, Ontario  
K1A 0A3

Information: Ottawa/Hull (613) 957-5153.

Minister responsible:  
Prime Minister of Canada

### PCO 1

The Privy Council Office is the Prime Minister's public service department and the Cabinet's secretariat. It provides non-partisan advice and support to the Prime Minister across the range of functions and responsibilities of the head of government. The PCO also provides support and advice to the Cabinet as a whole to ensure the effective operation of the Cabinet decision-making system.



## Prime Minister's Office (PMO)

Langevin Block  
80 Wellington Street  
Ottawa, Ontario  
K1A 0A3

Information: Ottawa/Hull (613) 992-4211.

Minister responsible:  
Prime Minister of Canada

### PMO 1

The Prime Minister's Office provides political advice and support to the Prime Minister on matters of policy, senior appointments, political liaison and media relations. It also provides support in the areas of scheduling, travel, speaking engagements and correspondence.



## Patented Medicine Prices Review Board Canada (PMPRB)

Trebla Building, 6th Floor  
473 Albert Street  
Ottawa, Ontario  
K1A 0C9

Information: Ottawa/Hull (613) 952-7360.

Minister responsible:  
Minister of Consumer and Corporate Affairs

The Patented Medicine Prices Review Board Canada, an independent quasi-judicial agency, was created in December 1987 as stipulated in the amendments to the Patent Act.

### PMPRB 1

The Board monitors prices charged by patentees for patented medicines, using factors set out in the Patent Act and price guidelines established by the Board. If the price of a patented medicine appears excessive, the Board has the power to call public hearings, which may result in an order for a price reduction or removal of the exclusive right to market the product in Canada. The Board reports not only on its regulatory activities, but also on levels of research and development by the pharmaceutical industry in Canada.

The Board publishes an annual report which details its findings on excessive price enforcement activities, price trends of all medicines and pharmaceutical patentees' research and development activities in Canada.





## Procurement Review Board of Canada (PRB)

60 Queen Street, Suite 500  
P O Box 1533, Station B  
Ottawa, Ontario  
K1P 6P6

Information: Ottawa/Hull (613) 990-1988; Fax  
(613) 992-3686.

Minister responsible:  
Minister of Finance

### PRB 1

The Procurement Review Board is an independent tribunal with the authority to receive, review and decide upon complaints about federal government procurements which come under the jurisdiction of the Free Trade Agreement (FTA). Any stage of the procurement process, up to and including the awarding of a contract, may be subject for a complaint before the Board, although complaints about procurements falling outside the FTA should be addressed to the department or agency responsible for carrying out the procurement. The Board determines whether FTA requirements prescribed in the Regulation have been followed in the awarding of a contract.

As a result of the February 1992 budget, the Procurement Review Board is amalgamating with the Canadian International Trade Tribunal. Enabling legislation is expected to pass in 1993.



## Ports Canada (PRC)

National Office  
99 Metcalfe Street, 8th Floor  
Ottawa, Ontario  
K1A 0N6

Information: Ottawa/Hull (613) 957-6787 (95-PORTS); local port corporations and non-corporate ports see Part II, Addresses.

Minister responsible:  
Minister of Transport

### PRC 1

Ports Canada operates a federal system of ports on a decentralized basis. Seven of the ports are local, autonomous corporations. The remaining eight non-corporate ports are directly administered by Canada Ports Corporation. Nearly half of all Canadian port traffic and more than 95 percent of container traffic are handled by these ports. Ports Canada is also responsible for implementing the national port policy, which provides for the services necessary to Canada's international shipping trade at national, regional and local levels.



## Public Service Commission of Canada (PSC)

Head Office  
L'Esplanade Laurier, West Tower  
300 Laurier Avenue West  
Ottawa, Ontario  
K1A 0M7

Information: regional and district offices see Part II, Addresses; for employment inquiries from within Ontario see the Toll-free Telephone Services section.

Minister responsible:  
Secretary of State

The Commission is the staffing arm of the federal public service. Its responsibilities include recruitment, hearing appeals, conducting investigations, releasing and demoting public servants, training staff and administering the provisions of the Public Service Employment Act, including provisions regarding political activities of public servants.

### PSC 1

Employment Opportunities: the Commission recruits from outside the public service to staff departments with personnel of the highest quality in the executive group, the scientific and professional, administration and foreign service, administrative support and operational categories. It also recruits qualified university graduates in various disciplines through its annual postsecondary recruitment campaign.

### PSC 2

Student Summer Employment: the Commission establishes policies and collects data on employment for the summer placement of secondary and postsecondary students in federal departments and agencies through the Career-Oriented Summer Employment Program. Recruitment and referral are the responsibility of Employment and Immigration Canada.

### PSC 3

CO-OP Employment for Students: the Commission is responsible for recruiting and appointing students to co-op work terms in federal departments and agencies. Most postsecondary institutions in Canada offer co-operative education programs allowing students to alternate terms of work and study.

### PSC 4

Career Assignment Program (CAP): CAP is a joint Treasury Board/Public Service Commission integrated career development program designed to assist individual organizations and the public service to develop high-potential middle managers. Participation in the program is open to nominees from federal, provincial, municipal and foreign governments, private-sector organizations, international agencies and universities. Nominees must meet CAP's basic selection criteria, and nominating organizations are required to follow CAP's nomination and selection procedures. The program operates in the National





Capital Region and in the Western and Northwestern regions.

Inquiries: Ottawa/Hull (613) 995-0109.

#### **PSC 5**

**Executive Personnel:** the Commission is responsible for career and succession planning, recruitment and selection for the executive group, and career counselling for those aspiring to the group as well as those within. The Commission has exclusive authority to make appointments to the executive group as well as promotions within and may recruit from outside the public service.

#### **PSC 6**

**Exchanges:** Interchange Canada promotes, plans and administers the exchange of senior personnel between the public service and provincial, regional or municipal governments, associations, universities and private firms or public corporations. The purpose of this program is to strengthen relations between the federal government and the business sector in Canada. The program enables executives to exercise managerial skills in a different setting and develop a better understanding of other sectors of the economy. The Business Government Executive Exchange Program is the primary means by which executives are temporarily exchanged between the public service and the business sector of the Canadian economy.

Inquiries: Interchange Canada, Ottawa/Hull (613) 995-0109; Business Government Executive Exchange, Ottawa/Hull (613) 992-3939.

#### **PSC 7**

**International Programs:** in addition to developmental opportunities offered to executives within Canada, the Commission manages several programs that provide international exposure to public servants and other Canadians. They are Foreign Government Exchanges, International Organizations and Technical Co-operation. Inquiries: Ottawa/Hull (613) 992-5902.

#### **PSC 8**

**Aboriginal Peoples Programs:** the Commission promotes the equitable representation of aboriginal peoples in the public service. Through the regular staffing process, the Commission actively seeks out qualified aboriginal people and refers them to public service positions. In addition to other support activities such as employment counselling for job interviews and advice or assistance in the preparation of résumés, the Commission administers the National Indigenous Development Program (NIDP). This training and development program offers departmental managers resource incentives to encourage the appointment of aboriginal peoples.

#### **PSC 9**

**The Northern Careers Program (NCP):** the Commission administers this program for aboriginal people, residing north of 60 degrees latitude, who are seeking work within the federal public service in Yukon and the Northwest Territories. Support activities such as employment counselling for job interviews, and advice and assistance in preparing résumés are provided.

Departmental managers are offered resource incentives through this training and development program to encourage the appointment of aboriginal people.

#### **PSC 10**

**Programs for People with Disabilities:** the Commission promotes the equitable participation of people with disabilities in the Public Service. The Commission actively seeks out qualified people with disabilities, through the regular staffing process, and refers them to public service positions. Support activities include employment counselling for disabled candidates and awareness training for public service managers. The Commission also administers a training and employment program, the ACCESS Program for Disabled Persons. It offers resource incentives to departmental managers to encourage the appointment of people with disabilities. Officer and management level positions are emphasized. As well, the Commission administers the Technical Aid Loan Bank which makes short-term loans of adaptive equipment used, in the workplace, by people with disabilities.

#### **PSC 11**

**Women in Non-traditional Occupations:** the Commission administers OPTION, a program aimed at increasing the number of women in non-traditional occupations at all levels in the federal public service. The OPTION Program provides on-the-job training, work experience and career planning opportunities. Successful applicants are appointed to training and development positions providing them with the opportunity to develop new skills and qualifications. To encourage the appointment of women to non-traditional positions, managers are offered resource incentives.

#### **PSC 12**

**Employment Equity Initiatives:** the Commission has recently launched a pilot project to further employment equity initiatives for the executive group. A new special program unit has been established. Together, this unit and the Women's Career Counselling and Referral Bureau constitute the Employment Equity Initiatives Program. The Special Programs Unit offers career counselling and referral services to women and men in the federal public service at the EX equivalent and EX minus 1 and 2 levels, belonging to one of the following employment equity groups: aboriginal peoples, members of visible minority groups or persons with disabilities.

In addition, the new unit provides advice to federal departments on recruitment of designated group individuals from outside the public service for executive-level positions.

The Women's Career Counselling and Referral Bureau was established to facilitate an increase in the number of women entering the senior management ranks of the federal public service. It offers career counselling and career planning assistance to women public servants in the executive group feeder levels, and refers and markets such clients for competitions and developmental assignments.

Inquiries: Executive Programs Branch, Ottawa/Hull (613) 995-6591.



**Public Service Commission of Canada** *(continued)***PSC 13**

**Women's Programs:** the Commission promotes the equitable representation of women below the executive group in the federal public service through administration of the OPTION Program (see above, PSC 11), through special training activities aimed at advancing career opportunities for women and through analysis and monitoring of personnel and staffing policies, procedures, practices and operations that will identify adverse impacts on women and develop recommendations to remove discriminatory barriers.

**PSC 14**

**Visible Minority Groups Programs:** the Commission promotes the equitable representation of members of visible minority groups in the public service through the regular staffing process. The Commission actively seeks out qualified candidates from these groups and refers them to public service positions. Officer and management positions are emphasized. Support activities include employment counselling for job interviews and advice or assistance in preparing résumés. The Commission also administers the Visible Minority Employment Program (VMEP), offering resource incentives to departmental managers as an encouragement in the appointment of people belonging to visible minority groups.

**PSC 15**

**Language Training:** Language Training Canada (LTC) determines the language learning aptitude of employees eligible for language training, develops courses and provides language training that meets the organizational needs of federal departments and agencies as well as the career aspirations of public servants. Inquiries: Ottawa/Hull (613) 993-0172, or see Part II, Addresses.

**PSC 16**

**Training Courses and Related Services:** Training and Development Canada (TDC) provides quality staff training and development services to departments and agencies of the federal government, in all regions of Canada and in both official languages. Courses included in its calendar are integral parts of the corporate training programs throughout the federal public service. They cover a wide range of disciplines with comprehensive skills in all training functions: management orientation, management theory and practices, personnel management, financial management, materiel management, informatics, auditing, personal development, communication, government-wide policies and training for trainers. To complement its regularly scheduled courses, TDC offers consulting services, and its participation is tailored to the client's needs. TDC advises on all matters of staff training and development; provides assistance with training need analyses, evaluation and validation; and customizes some of its regular courses specifically to the mandates of individual organizations. Available resources include a training reference centre to help trainers and decision makers keep abreast of the latest developments in the field.

A full complement of training-for-trainers courses is now being offered to facilitate the cost-effective development, delivery and evaluation of in-house departmental training. Services are available to both public servants and employees of Crown corporations. Inquiries: Ottawa/Hull (613) 991-4636 or see Part II, Addresses.

**PSC 17**

**Management Trainee Program:** this program recruits university graduates with high management potential at the entry level. Participants receive personalized training plans, rotational assignments and management courses for the purpose of developing middle managers. Inquiries: External Recruitment Programs, Staffing Programs Branch, Ottawa/Hull (613) 943-2939; toll-free 1-800-668-1995 or see Part II, Addresses.

**PSC 18**

**Diagnostic and Career Counselling Service:** since October of 1990, members of the executive group can receive both diagnostic information to enhance their self-understanding and confidential counselling from seasoned executive-counsellors. Counsellors can discuss a wide range of career-related matters and offer practical advice. Services include diagnostic assessment of strengths and developmental needs, insight into career interests and personal characteristics, and referral to outside experts if necessary.

Inquiries: Program Development, Staffing Programs Branch, Ottawa/Hull (613) 943-1195.

**PSC 19**

**Assessment Centre for the Early Identification of Executive Potential:** the Assessment Centre consists of an integrated series of management simulations and tests to identify the strengths, weaknesses, executive potential and developmental needs of people who are currently working as middle managers. The assessment and counselling provided is a compulsory part of the selection process for candidates to the government-wide Career Assignment Program (CAP, see PSC 4). Departments may also use it to identify candidates for internal development opportunities, deployment and succession planning. The service is provided for middle managers in federal departments. For CAP selection this service is broadened to include middle managers in the provincial, territorial, municipal and private sectors.

**PSC 20**

**Political Activities of Public Servants:** the Commission grants or denies permission and leave to public servants who wish to stand as candidates in federal, provincial or territorial elections and generally monitors other aspects of the political activities of public servants.

**PSC 21**

**Appeals and Investigations:** the Commission handles appeals by federal public servants against alleged breaches of the Public Service Employment Act and Regulations that may affect their careers (appointment with or without competition, promotion, demotion, release). It also investigates complaints from employees and the general public concerning breaches of the Act, for which there is no right of appeal. These complaints may relate to competitions open to the public,



opportunities for advancement affected by appointments without competition, the administration of eligibility lists, rejection on probation, surplus status, layoffs and resignations. As well, the Commission handles complaints alleging personal harassment in the workplace.

#### **PSC 22**

**Automated Notice System (ANS):** the Automated Notice System provides competition notices, notices of the right to appeal and notices of appointment without competition. The Commission, through the Department of Supply and Services, publishes, translates and distributes posters on behalf of government departments and agencies across Canada. To ensure equal access to internal job notices, ANS offers a toll-free telephone reader service for print-handicapped public servants.

#### **PSC 23**

**Audit and Review:** the Commission audits departmental and PSC staffing practices and procedures to determine whether appointments conform with the Public Service Employment Act and Regulations and Commission policy. It also audits the manner in which departments administer selected aspects of their personnel services for which Treasury Board has policy responsibility. This is governed by an agreement between Treasury Board Secretariat and the Public Service Commission. It also performs internal audit and program evaluation functions for the Commission.

#### **PSC 24**

**Accelerated Economist Training Program:** this two-year training program is aimed at those with a Master's degree in either economics or public administration. It is offered to top-rank graduate students with superior academic credentials and demonstrated leadership potential. The objective of the program is to develop a pool of individuals with competitive spirit and the abilities to become senior managers in government departments and agencies. During the apprenticeship, participants acquire first-hand knowledge of Canadian economic policy and a solid understanding of Cabinet and government decision making.

**Inquiries:** External Recruitment Programs, Staffing Programs Branch, Ottawa/Hull (613) 943-1914.

#### **PSC 25**

**Release or Demotion:** the Commission releases or demotes public servants who are incapable of performing the duties of their position or who are not competent to do so.



### **Public Service Staff Relations Board (PSSRB)**

C D Howe Building  
West Tower, 6th Floor  
240 Sparks Street  
(P O Box 1525, Station B)  
Ottawa, Ontario  
K1P 5V2

**Information:** Ottawa/Hull (613) 990-1800.

**Minister responsible:**  
President of the Privy Council

#### **PSSRB 1**

The Board administers the Public Service Staff Relations Act which governs collective bargaining, certification of bargaining agents, the grievance process and the adjudication procedure for the federal public service. It designates federal public servants whose duties are necessary to the safety or security of the public. In addition, the Board is responsible for the administration of certain provisions of Part II of the Canada Labour Code concerning occupational safety and health applicable to employees in the public service. The Board also administers the system of collective bargaining, established under the Parliamentary Employment and Staff Relations Act, affecting employees of the House of Commons, the Library of Parliament and the Senate.

Through its mediation and conciliation services, the Board acts to assist parties to resolve negotiation and other disputes.

#### **PSSRB 2**

**Grievances:** the Board processes and resolves grievances that have been referred for adjudication.



### **Public Works Canada (PWC)**

Head Office  
Sir Charles Tupper Building  
Riverside Drive  
Ottawa, Ontario  
K1A 0M2

**Information:** Ottawa/Hull (613) 736-2400; for hearing-impaired people (613) 736-2402; for other offices see Part II, Addresses.

**Minister responsible:**  
Minister of Public Works Canada

Public Works Canada is responsible for the management of real property of the Government of Canada. It provides planning, design, construction and realty services to government institutions, departments and agencies. The Minister of Public Works is also



## Public Works Canada (continued)

responsible for various Crown corporations: Canada Lands Company – Canada Lands Company (Mirabel) Limited, Canada Lands Company (Vieux-Port de Québec) Inc., Canada Lands Company (Vieux-Port de Montréal) Ltd, National Capital Commission and Defence Construction (1951) Limited.

Activities of the Department are grouped into three programs: the Services Program, which provides a range of professional and technical services in architecture, engineering and realty; the Real Property Program; and the Crown Corporations Program.

### PWC 1

**Real Estate Services:** the Department looks after property acquisition and disposal, leasing of office space for special purposes and the letting of commercial space. It also provides services in other areas such as property appraisal, real estate investment and land property development, legal land surveys and municipal grant payments in lieu of taxes.

### PWC 2

**Realty Management Services:** Public Works provides a range of property management and technical services. These services focus on the management and operation of offices and specialized facilities and their installed systems (heating, air conditioning, ventilation, lighting, elevators, fire alarms and voice communications). The Department also provides space planning and preparation services. This includes developing and implementing building report and rehabilitation programs, and carrying out preventive maintenance on building equipment. It provides a number of other related services such as commissioning new facilities, energy management, environmental services, conference and ceremonial event organization, building condition reports and food services.

### PWC 3

**Architectural and Engineering Services:** this section of the Services Program delivers architectural and engineering services to the federal government at market-based rates. Services include planning, design, construction, evaluation, investigations and related activities; environmental services; and dredging and fleet services in support of the dredging of waterways, the clearance of channel obstruction and hydrographic surveys. Services are decentralized through the regions, leaving headquarters to establish policies, develop national plans and provide technical leadership to ensure a national direction. There are eight product sectors which are described in the following sections.

### PWC 4

**Buildings Sector:** this Sector provides all architectural and engineering services and related building services. In addition, special-purpose buildings such as research laboratories, museums, penitentiaries, agricultural buildings, RCMP detachments and customs stations are provided. Specialized building, architectural and engineering services are also available in fields such as landscape architecture, illumination engineering, urban design and planning, agricultural engineering,

communications engineering, earthquake protection, building controls and energy management control systems, post-project evaluations and functional programming.

### PWC 5

**Environment Canada Sector:** operating on a national basis, this Sector provides services for the three Environment Canada services – Parks, Atmospheric Environment and Conservation and Protection. It provides asset management, professional and technical services, functional direction of park field staff and capital project delivery for weather stations, laboratories and a wide range of historic and contemporary assets.

### PWC 6

**Marine Works Sector:** this Sector provides services for harbour facilities, coastal work, dredging, marine planning and equipment. Typical examples include shore protection works, construction of breakwaters to protect harbours from storms, construction of wharves, container terminals, pleasure craft and fishing harbours, and ferry terminals for commercial purposes, as well as dredging, obstruction clearance and hydrographic survey services to ensure safe navigation of waterways. The Sector also maintains expertise in coastal engineering and uses National Research Council facilities to test and evaluate designs with physical (hydraulic) models of existing or proposed structures to simulate prototype conditions.

### PWC 7

**Air Transportation Sector:** this Sector provides airport facilities, such as passenger terminals, power plants, control towers, firehalls and garages, runways, taxiways, aprons, lighting and access roads, parking lots and related structures for all Transport Canada owned and operated airports. It also procures equipment, provides architectural and engineering advice and conducts reliability and performance studies.

### PWC 8

**Land Transportation Sector:** this Sector provides specialized services related to highways (traffic and planning studies, design and geotechnical investigations) and bridges (design and planning, bridge inspections and evaluations, and project delivery).

### PWC 9

**Indian Affairs and Northern Development Sector:** this Sector serves Indian and Northern Affairs Canada by providing national direction, technical advice and support on capital program implementation, asset management and other INAC programs such as claims, environment and fire protection and by developing a strategy for the devolution of technical services to First Nations and their organizations. Technical advice and training are also provided to First Nations organizations as required.

### PWC 10

**Technology Services Sector:** the Technology Sector is responsible for the leadership, development co-ordination, management and monitoring of the Department's overall program for applied research,



technological development, demonstration and technology transfer; for environmental services; and for specialized consulting, testing and diagnostic services.

#### **PWC 11**

**Administration and Contracts:** this section of Real Property Contracts and Tenders manages contracts granted by the Department for the design, construction and servicing of government buildings. Regional offices are responsible for publicizing and inviting tender calls and for awarding contracts.

#### **PWC 12**

**Program Co-ordination:** this section of the Real Property Program provides policy and operational advice to the Department. Policies and standards developed by this section include those for financial and operational planning, reporting and controls used to manage federal investment in specific real properties under Public Works' custody; those to regulate and protect these assets; and those to manage accommodation in support of other departments. This latter function includes the development of plans for emergency preparedness (see PWC 19), the payment of grants in lieu of taxes and research and development in support of the Department's portfolio of assets.

#### **PWC 13**

**Accommodation:** Public Works provides and maintains a comprehensive portfolio of office and common-use facilities to support government operations. This includes space that is owned by the federal government and managed by PWC, usually for federal tenant departments.

The Accommodation Management Directorate provides office accommodation and is responsible for establishing policies and procedures governing tenant demand, tenant operational norms, long-term planning and tenant liaison.

The Asset Management Directorate manages Crown-owned and lease-purchase office facilities. It protects the integrity of all assets by ensuring compliance with standards and regulations and provides a reasonable return on investment.

The Federal Facilities Directorate manages the investment in and the divestment of non-office federal facilities in the Department's custody (including federal buildings, surplus properties, dry docks, highways, bridges, locks, dams, emergency shelters, residential housing and land development projects). The Directorate also manages the payment of federal grants in lieu of municipal or provincial taxes.

The Investment Management Directorate, manages the financial resources associated with the PWC portfolio and ensures sound investment decisions regarding the provision of space through construction, purchase, lease and lease purchase.

#### **PWC 14**

**Municipal Grants:** the Department is responsible for the payment of grants in lieu of property taxes to municipalities in which the properties of government departments are located. Program responsibilities are exercised by the Federal Facilities Directorate and payments are administered by the real estate divisions of Public Works Canada's regional office.

#### **PWC 15**

**Construction Tenders and Contracts:** contracts for the construction of government buildings are granted by the Department. The respective PWC regional offices are responsible for publicizing construction projects, receiving tenders and awarding contracts.

#### **PWC 16**

**Conference Facilities:** PWC co-ordinates the reservations for government-owned conference facilities in the National Capital Region. Facilities include the Government Conference Centre and conference rooms at Meech Lake and Place du Portage (Phases III and IV). In addition, the Federal Study Centre is reserved for use as a training centre for government departments. Departments may reserve classroom space, facilities and full-conference services on a first-come, first-served basis.

Conference services are available anywhere in Canada for international conferences and major events.

Services include work plan and budget, logistics and protocol, co-ordination and liaison, media services, hospitality, accreditation, security, design and graphics.

#### **PWC 17**

**Master Specification Secretariat:** the Secretariat serves the public and private sectors on matters pertaining to the National Master Specification (NMS). The NMS is not a standard specification; it contains most of the specifications required for buildings, as well as marine and heavy civil engineering works. Stored on a computer, it must be edited by the designer to suit individual project requirements. The Secretariat's services include the development, maintenance and update of the NMS; provision of computer tapes on the NMS (via Supply and Services Canada) to private-sector distributors for sale in hard copy or on diskettes (for word processors and minicomputers); provision of advice, assistance and training courses on NMS usage; and production of reports, schedules, manuals and the *Addenda* newsletter.

#### **PWC 18**

**Environmental Services Sector:** this sector provides environmental protection management strategy and action plan development; environmental assessment and impact mitigation design and planning; auditing and area hazard analysis; toxic and hazardous waste management and disposal; underground storage tank management; contaminated site management and remediation; waste management; and conservation and recycling program planning.

#### **PWC 19**

**Emergency Preparedness:** the Department is responsible for the control and regulation of engineering and construction resources during national peacetime and wartime emergencies. The Emergency Preparedness Directorate develops policies and plans and makes arrangements for meeting the Minister's assigned responsibilities during national emergencies. It also assists other federal, provincial, territorial and municipal governments. The Directorate provides and maintains emergency operations centres for continuity of government in the event of a national disaster.





## Revenue Canada, Customs and Excise (RCCE)

Head Office  
Connaught Building  
555 Mackenzie Avenue  
Ottawa, Ontario  
K1A 0L5

Information: Ottawa/Hull (613) 957-0275; other offices and ports of entry see Part II, Addresses.

Minister responsible:  
Minister of National Revenue

Customs and Excise is responsible for protecting Canadian society from illicit drugs and other prohibited goods, and assessing and collecting duties and taxes, including the Goods and Services Tax. It controls the international movement of persons and goods, and provides Canadian industry with the protection to which it is entitled under customs laws. The Customs Act, the Customs Tariff, the Customs and Excise Offshore Application Act, the Special Import Measures Act, the Excise Act, the Excise Tax Act and the Softwood Lumber Products Export Charge Act are administered by Customs and Excise, as are statutes of other government departments and agencies that relate to the movement of persons and goods across Canada's borders.

### RCCE 1

Anti-dumping and Countervailing Duties: the Department investigates complaints of material injury to Canadian producers arising from the alleged dumping or unfair subsidization of imports into Canada. It enforces the findings of the Canadian International Trade Tribunal and reappraises imports into Canada when importers file appeals against the assessment of an anti-dumping duty or countervailing duty.

### RCCE 2

Bonding/Carriers, Warehouses and Customs Brokers: the Department oversees regulations governing international cargo in bonded carriers, as well as the regulations and procedures governing bonded and sufferance warehouses, ships' stores and the disposal of unclaimed goods at customs. It is also responsible for the examination, licensing and bonding of customs brokers.

### RCCE 3

Customs Automated Systems: the Department maintains an automated system for monitoring most goods imported into Canada. The system is composed of the following sub-systems: carrier/cargo control, release, accounting, selection, adjustment, technical reference system, records control, retrieval, refund cheque issuance and customs automated data exchange.

### RCCE 4

Customs Documents: the Department reproduces and certifies customs documents and searches for customs records on request.

### RCCE 5

Customs Duty/Rates, Allowances, Goods Returned: the Department provides information on tariff classification and rates of customs duty payable on imported goods; exemptions from duty on goods brought into Canada by foreign students, non-residents, immigrants, Canadian students returning from study abroad and Canadian residents returning after lengthy absences; personal exemptions for liquor and tobacco products; and customs duty regulations applicable to goods exported from Canada and returned after repair in a foreign country.

### RCCE 6

Customs Duty/Request for Redetermination and Reappraisal: the Department considers requests for adjustment of tariff classification, the rate of customs duty applied, the origin of goods imported from the United States and the value placed on imported goods.

### RCCE 7

Customs Duty/Foreign Gifts, Postal Parcels and Bequests: information is available from customs offices regarding duty allowances on gifts received from abroad, rates of duty on parcels arriving from outside Canada and allowances on goods received by Canadian residents from foreign countries as bequests as a result of, or in anticipation of, death.

### RCCE 8

Customs Duty/Refunds, Remissions, Drawbacks: refunds, remissions or drawbacks of customs duty are available on specific exported or imported goods.

### RCCE 9

Customs Transportation Control Policy: customs transportation control policies govern the use of foreign, non-duty-paid vessels, aircraft, containers, highway equipment and railway rolling stock.

### RCCE 10

Land Border Duty-free Shop Program: the Department is responsible for the location of and regulations governing duty-free shops in Canada. The objectives of this program are to promote the sale of domestic goods; to offer the travelling public significant savings; to create new employment; and to encourage private-sector involvement in this field. Only Canadian citizens and landed immigrants residing in Canada may operate these stores. Thirty-four shops operate along the border. Thirty of these offer immediate GST cash rebates to non-residents under the Visitor Rebates Program.

### RCCE 11

Exports/Identification: goods for export must be reported and identified. Information on regulations concerning the declaration of goods exported from Canada is available from the Department.

### RCCE 12

Imports/Currency: information is available on past and current rates of exchange used for commercial imports into Canada.



**RCCE 13**

Imports/Importer, Exports/Exporter Numbers and Maintenance of Records: requests for the issuance of importer numbers and verification of existing numbers should be directed to regional Customs offices or to the Systems Operations Division at Customs headquarters. Importers and exporters in Canada must maintain comprehensive records.

**RCCE 14**

Prohibited Goods: goods prohibited from entry into Canada include illicit drugs, certain weapons, counterfeit coins, metallic trading checks, goods manufactured by prison labour and books, drawings, paintings, photographs or representations of any kind that are deemed to be treasonable, seditious, obscene or hate propaganda. A list of prohibited goods is available from the Department.

**RCCE 15**

Imports/Security Deposits: the Department accepts inquiries concerning security deposits for the payment of duty by uncertified cheque; the release of imported goods prior to the payment of duties and taxes; and the temporary entry of imported goods into Canada.

**RCCE 16**

Imports/Value for Duty and Surtax: the Department provides information on the value for duty of imported goods and enforces surtax on imports into Canada.

**RCCE 17**

Excise Duties: the Department administers the provisions of the Excise Act, which provides for the rate of excise duty applicable to domestically manufactured goods, such as spirits, beer and tobacco products. The Excise Tax Act also provides for the imposition and collection of a number of excise taxes on specific goods such as gasoline, jewellery and automobile air conditioners as well as on air transportation.

**RCCE 18**

Softwood Lumber Duties: the Department administers the Softwood Lumber Products Export Charge Act, which imposes a levy on certain softwood exports to the United States of America.

**RCCE 19**

Ship Registration: the licensing of small vessels (boats) and registration of Canadian ships come under the jurisdiction of Customs and Excise.

**RCCE 20**

Customs and Excise College: the College, located in Rigaud, Quebec, is the centre of the Training and Development Directorate for Revenue Canada, Customs and Excise. The Institute offers technical training courses, such as basic officer training, drug enforcement and excise legislation and collection, in addition to courses in management and microcomputers. It also provides services in needs assessment, design and research. The Training and Development Directorate provides international consultation and training services.

**RCCE 21**

Free Trade Inquiries: customs- or tariff-related questions regarding the Canada-US Free Trade Agreement should be directed to the nearest regional Customs office or the Origin Determination Directorate in Ottawa. Inquiries: Ottawa/Hull (613) 954-6874.

**RCCE 22**

Federal Goods and Services Tax: the Department is responsible for assessing and collecting the Goods and Services Tax (GST), payable under the Excise Tax Act on all taxable goods and services provided in Canada or imported into Canada. In carrying out this responsibility, the Department provides information to taxpayers and rebate claimants, audits their books and records and conducts investigations into cases of suspected fraud and tax evasion. The Goods and Services Tax replaced the Federal Sales Tax on 1 January 1991.

**RCCE 23**

GST Rebates Program: the program provides partial or full GST rebates to charities, non-profit organizations, municipalities, universities, schools, hospitals, new home purchasers and renovators, diplomats, non-resident commercial exporters, legal aid societies and employees and partners of registrants.

**Royal Canadian Mint (RCM)**

Head Office  
320 Sussex Drive  
Ottawa, Ontario  
K1A 0G8

Information: Ottawa/Hull (613) 993-3500 (administration); for Canadian collector coins call toll-free 1-800-267-1871.

Minister responsible:  
Minister of Supply and Services

The Mint produces Canada's coins and strikes coinage for other countries.

**RCM 1**

Gold and Numismatic Coins: the Mint produces Canadian numismatic coins for sale around the world. It maintains a mailing list for customers in North America and provides order forms and brochures on request. Numismatic coins are also struck for foreign countries. The Mint accepts deposits of gold to be refined.

**RCM 2**

Medals and Medallions: the Mint produces medals, medallions, tokens, trade dollars, plaques and badges for institutions, societies and federal government departments.

## Royal Canadian Mint (continued)

### RCM 3

Bullion Coins: the Mint produces the gold, silver and platinum maple leaf coins which may be purchased from major banks, brokerage firms and coin dealers around the world.

### RCM 4

Foreign Coinage: the Mint produces circulating and numismatic coins and blanks for foreign countries.

### RCM 5

Tours: guided tours of the mints in Ottawa and in Winnipeg are available, but must be booked in advance.



## Royal Canadian Mounted Police (RCMP)

Head Office  
Headquarters Building  
1200 Vanier Parkway  
Ottawa, Ontario  
K1A 0R2

Information: Ottawa/Hull (613) 993-7267; for other offices see Part II, Addresses or see the Toll-free Telephone Services section.

Minister responsible:  
Solicitor General of Canada

As the federal police force, the Royal Canadian Mounted Police is responsible for the prevention and detection of offences committed against federal statutes and for the provision of investigative and protective services to federal departments and agencies.

### RCMP 1

Police Services: the RCMP provides police services, under the terms of policing agreements, to the territories and all provinces except Ontario and Quebec, and, under separate municipal policing agreements, to 197 municipalities in eight provinces. Under the terms of the policing agreements, the RCMP serves as a provincial police force to enforce the Criminal Code, provincial statutes or territorial ordinances, and as a municipal police force to enforce the Criminal Code, provincial statutes and municipal by-laws. Provisions within the provincial policing agreements stipulate that the population level at which a community must provide its own police service is 5000. Provincial legislation allows communities in excess of this population level either to establish their own municipal police force or to enter into a RCMP municipal policing agreement, through an application to the Solicitor General of Canada. The cost of each agreement is shared between the province, territory or municipality, and the federal government.

### RCMP 2

The Canadian Police Information Centre (CPIC) System: the CPIC System consists of a centralized computer complex (Ottawa) and a nation-wide communications network serving all accredited law enforcement and other approved agencies.

### RCMP 3

Identification Services: the RCMP provides identification services (fingerprints, photographs, criminal records and fraudulent cheque information) to accredited police agencies. It also carries out fingerprint searches for non-criminal reasons as required for certain foreign travel and visa applications or employment applications.

### RCMP 4

Firearms Registration and Index: the RCMP maintains an index of all firearms registered, lost, missing or stolen in Canada. Information regarding firearm registration and acquisition certificates is available from any RCMP office.

### RCMP 5

Police Training: through the Canadian Police College, the RCMP provides instruction to all accredited Canadian police agencies in matters dealing with law enforcement, administration and training.

### RCMP 6

Forensic Laboratory Services: these services are provided by the RCMP to Canadian police agencies, other government agencies and the courts.

### RCMP 7

Counterfeiting: the Counterfeit section assists Canadian law enforcement agencies and solicits their assistance in the suppression of counterfeiting in Canada. It also distributes *The Counterfeit Detection Bulletin* for use by both law enforcement agencies and the general public.

### RCMP 8

Missing Children's Registry: the Registry, linked to the missing persons' file at the Canadian Police Information Centre, automatically receives any additions or changes to the missing children's files. It also receives statistics on a weekly basis of all cases on the system. As Canada's clearinghouse for information about missing children, the Registry facilitates contact between Canadian police agencies, provincial and federal departments, US agencies and other foreign police departments.

### RCMP 9

Drugs/Prevention and Education: RCMP initiatives are an integral part of the government's National Drug Strategy. The RCMP Drug Awareness Program promotes a balanced approach between demand reduction and supply reduction in drug enforcement. The program's objective is to sensitize the public to the drug laws and the harmful effects of drugs on individuals, families and communities. The mandate of Drug Awareness members is to develop and implement community-based drug awareness programs in a concerted effort with other police forces, provincial ministries of education, addiction commissions and other governmental and non-governmental





organizations. Presentations are available to the public on demand through RCMP Division Drug Awareness co-ordinators in each province and territory.



## Royal Canadian Mounted Police Public Complaints Commission (RCMPC)

Head Office  
60 Queen Street, 3rd Floor  
(P O Box 3423, Station D)  
Ottawa, Ontario  
K1P 6L4

Information: Ottawa/Hull (613) 952-1471 or call toll-free  
1-800-267-6637; for other offices see Part II, Addresses.

Minister responsible:  
Solicitor General of Canada

### RCMPC 1

The RCMP Public Complaints Commission receives and examines complaints regarding the conduct of members of the RCMP in the performance of their duties. It provides the public with access to an independent agency that receives complaints and reviews the handling of complaints by the RCMP. The Commission may conduct investigations, hold public hearings, summon witnesses, administer oaths and accept such evidence as it sees fit. It makes findings and recommendations to the Commissioner of the RCMP and the Solicitor General of Canada. The Commission submits an annual report to the Solicitor General for tabling in both Houses of Parliament. This report sets out a summary of the Commission's activities and a list of recommendations made during the year.

The Public Complaints Commission and the External Review Committee of the RCMP will be amalgamated in 1993.



## Royal Canadian Mounted Police External Review Committee (RCMPR)

P O Box 1159, Station B  
Ottawa, Ontario  
K1P 5R2

Information: Ottawa/Hull (613) 998-2134.

Minister responsible:  
Solicitor General of Canada

### RCMPR 1

The Royal Canadian Mounted Police External Review Committee, which reports to Parliament annually, is a neutral third party providing an independent and impartial review of cases. The Committee provides

external review of certain types of grievances and of formal disciplinary, discharge and demotion appeals referred to the Committee from the RCMP. The External Review Committee and the Public Complaints Commission of the RCMP will be amalgamated in 1993.



## Revenue Canada Taxation (RCT)

Head Office  
875 Heron Road  
Ottawa, Ontario  
K1A 0L8

Information: any district taxation office see Part II, Addresses or see the Toll-free Telephone Services section.

Minister responsible:  
Minister of National Revenue

Revenue Canada Taxation administers the government's tax policy, which is initiated by the Department of Finance. It assesses and collects individual and corporate income taxes under the Income Tax Act of Canada. Individual income tax is collected for all provinces except Quebec, and corporate tax is collected for all provinces except Quebec, Ontario and Alberta. The Department also collects Canada Pension Plan contributions and unemployment insurance premiums. Over the years, Revenue Canada, Taxation has responded with improved services whenever the needs of Canadians changed. The Department currently provides access to a wide range of information services through its network of offices across the country.

## Income Tax Collection (RCT 1 – RCT 5)

### RCT 1

Income Tax Returns: Revenue Canada Taxation mails personalized Federal Income Tax Returns (T1 forms) automatically to previous filers. The T1 Special is included in the T1 General package and is sent according to the information reported in the previous year's return. In addition to the personalized format, which is mailed, the T1 General package (including the T1 Special) is available in a non-personalized format from district taxation offices and post offices. Taxpayers who meet certain tax requirements may receive a personalized copy of the T1 Short or T1 65 Plus return in the mail. These no-calculation returns have been expanded to allow more people to use these popular options.

The T1 Short and T1 65 Plus are simplified returns. The taxpayer fills out the required information and Revenue Canada does all the calculations. The Department calculates the deductions and credits the taxpayer is entitled to receive, as well as the refund or balance owing.

**Revenue Canada Taxation (continued)****RCT 2**

Source Deductions: most taxpayers pay their income tax through deductions from their pay cheques. Their employers remit these funds to Revenue Canada Taxation each month, either through their banks or direct to the taxation centre. The Department records all employer deductions on computer files.

**RCT 3**

Instalment Payments: taxpayers must pay their income tax in instalments if tax is not deducted at source from at least three-quarters of their net income, and if their net federal tax payable for the current or preceding year exceeds \$1000. A brochure called *Paying Your Tax by Instalments*, is available for the individual. An *Instalment Guide for Farmers* and an *Instalment Guide for Fishermen* are also available from all district taxation offices.

**RCT 4**

Non-residents: with a few exceptions, individuals who are not resident in Canada must pay tax on certain income from Canadian sources, including interest, dividends, management fees, income from estates and trusts, rents, royalties, alimony, pensions and annuities. This tax is referred to as withholding tax, since the organization or individual making the payment to Revenue Canada Taxation is required to withhold the tax at source. The statutory rate of withholding tax is 25 percent unless otherwise stated in a provision of the Income Tax Act or one of the many tax treaties concluded with foreign countries to prevent double taxation.

**RCT 5**

Collection of Tax Arrears: in fairness to the majority of taxpayers who pay their taxes by the due date, the Department takes a firm but fair approach in dealing with those who do not. It sends delinquent taxpayers letters reminding them of their debt and requesting payment. If no response is received, a second letter is issued requesting full payment and asking them to contact the Department to avoid legal action. If neither payment nor a mutually satisfactory arrangement is made as a result of this notice, collections officers will make every effort to contact the taxpayer directly, before proceeding with legal action. This prevents surprises and allows the taxpayer and the collections officer to work out an acceptable schedule for payment. When these efforts do not result in the settlement of a taxpayer's debt, taxes and other amounts owing may be collected by means of garnishment of wages, bank deposits and other income, or by means of seizure and sale of assets.

**Income Tax Information and Publications  
(RCT 6 – RCT 13)**
**RCT 6**

Taxation Publications: in addition to the income tax guide that accompanies each tax return, other guides and returns designed to meet the needs of specific groups of taxpayers are available at all district taxation

offices. Various publications in everyday language dealing with specific aspects of taxation, as well as technical interpretation bulletins, information circulars and certain advance income tax rulings for accountants, lawyers and tax specialists are also available from these offices.

*Taxation Statistics*, an annual in-depth analysis of tax returns, is available from the Canada Communication Group, Ottawa, Ontario K1A 0T1, or from associated bookstores see Bookstores and Libraries section.

**RCT 7**

Media Information: the Department prepares resource packages for daily and community newspapers and for certain foreign-language media in areas with large ethnic populations. It also distributes public service announcements giving answers to common taxpayer questions or information on changes in tax legislation to radio and television stations during the filing period. In addition, it offers closed-captioned television programs on completing tax returns to TV stations across the country during the filing period.

**RCT 8**

Films: the Department has produced several films dealing with various aspects of Canada's tax system, including animated films and feature-length dramas. All are available from local National Film Board offices; see Part II, Addresses.

**RCT 9**

Small Business Employer's Kit: every district taxation office provides employer's kits to help small businesses. This information kit explains the procedures for payroll deductions of income tax, Canada Pension Plan contributions and unemployment insurance premiums, and contains the registration form necessary to obtain an employer number.

**RCT 10**

Small Business Tax Seminars: small business tax seminars inform new or prospective businesses about their rights and obligations under the Income Tax Act, and about the services the Department offers them.

**RCT 11**

Employer Visit Program: in 1992, the Department launched the Employer Visit Program. Departmental officials are available to visit new employers on their own premises to discuss and advise on employers' concerns, to review books and records, to provide copies of the Small Business Employer's Kit, and generally to discuss how to ease the task of complying with the Income Tax Act and with departmental requirements.

**RCT 12**

Pre-retirement Seminars: the Department, through its district offices, can arrange special seminars that explain how the tax system affects retirement.

**RCT 13**

Information on Charities: taxpayers with questions about registration guidelines, departmental policies and other administrative and legislative matters relating to registered charities and Canadian amateur athletic





associations can contact the Charities Division of the Department by calling Ottawa/Hull, toll-free 1-800-267-2384.

## **Income Tax Services (RCT 14 – RCT 20)**

### **RCT 14**

**Inquiry Service:** the Department answers questions from taxpayers on tax deductions, exemptions and credits; provides information on filing and the status of returns and refunds; and explains assessment notices through its telephone and counter inquiry service in all district taxation offices. From February to April, the public inquiries telephone service of all district taxation offices provides service beyond normal working hours. The telephone numbers of district office and taxation centre managers are included in the General Tax Guide and return package. There is also a separate Problem Resolution Program phone number.

### **RCT 15**

**Seasonal Tax Offices:** from February to April, more than 100 tax clinics are set up to provide an over-the-counter general tax and filing information service to residents of communities at some distance from a district taxation office. The opening of these tax clinics is advertised in advance through the local media.

### **RCT 16**

**Assistance to People with Visual and Hearing Impairments:** all district taxation offices provide audiotape versions of Revenue Canada forms for taxpayers with visual impairments. Visually impaired callers can find out about special services available to them by calling 1-800-267-1267. Taxpayers with hearing impairments may obtain tax information and assistance by using a Telephone Device for the Deaf and calling toll-free 1-800-665-0354.

### **RCT 17**

**Community Volunteer Program:** this program is designed to help taxpayers who cannot complete their own returns because of age, infirmity, language or other reasons. District taxation office staff offer special training sessions to teach representatives of community organizations and other interested individuals how to complete basic tax returns. These volunteers then assist other taxpayers free of charge.

### **RCT 18**

**Native Peoples Outreach Program:** this program trains volunteers from Indian and Métis communities to help members of their bands to complete their tax returns.

### **RCT 19**

**Teaching Taxes Program:** this program introduces students to Canada's taxation system. It provides learning materials for students of economics, mathematics, business, social studies, consumer education – any subject related to taxation.

### **RCT 20**

**Advance Income Tax Rulings:** on request, the Department will provide taxpayers with a binding ruling advising them how it will interpret specific provisions of

the tax law that apply to transactions they are contemplating. There is a fee for this service; requests should be sent to the Rulings Directorate, Revenue Canada Taxation, 875 Heron Road, Ottawa, Ontario K1A 0L8.

## **Income Tax Audits and Appeals (RCT 21 – RCT 23)**

### **RCT 21**

**Audits:** to ensure compliance with tax laws, the Department carries out random audits of individual and corporate returns filed and investigates suspected tax evaders.

### **RCT 22**

**Voluntary Compliance:** under the Canadian system, tax laws can only be enforced if taxpayers believe in them. Taxpayer responsibility and voluntary adherence to tax laws are essential to the Canadian system of tax administration. Public trust leads to voluntary compliance which in turn leads to a workable self-assessment system.

To encourage public compliance, the Department works to administer the tax laws fairly, firmly and impartially. It also has the power to legally deter and prosecute tax evaders and avoiders. In addition, the Department provides services and material to help inform taxpayers about their tax obligations, rights and responsibilities. The identity of anyone making a voluntary disclosure is held in confidence, as are all matters between the Department and persons filing returns.

### **RCT 23**

**Objections and Appeals:** taxpayers who receive a notice of assessment or reassessment that they disagree with should contact the nearest district taxation office for an explanation. If a difference of opinion persists after discussions with the district office, taxpayers may request an independent second opinion by filing a notice of objection. If they are still dissatisfied, they may have the right to appeal to the Tax Court of Canada; the Federal Court of Canada, Trial Division; the Federal Court of Appeal; and, in some cases, the Supreme Court of Canada.

## **Canada Pension Plan and Unemployment Insurance (RCT 24 – RCT 25)**

### **RCT 24**

**Canada Pension Plan:** the Department determines eligibility of contributors to the Canada Pension Plan and collects contributions from employers and self-employed persons. Health and Welfare Canada administers benefits.

### **RCT 25**

**Unemployment Insurance:** the Department determines eligibility of contributors for unemployment insurance and collects premiums from both employers and employees. Employment and Immigration Canada makes benefit payments.

## Revenue Canada Taxation (continued)

### Automated Services (RCT 26 – RCT 34)

#### RCT 26

Tax Information Phone Service (TIPS): TIPS is an automated telephone inquiry service that provides general and personal tax information in five areas: Telerefund – the status of a taxpayer's income tax refund, Info-tax – general tax information to help with filing a return, Advance Child Tax Credit (ACTC) – information on whether a taxpayer will receive an advance payment, Goods and Services Tax (GST) Credit – eligibility for the GST credit and the date the cheque will be issued, and Registered Retirement Savings Plan (RRSP) deduction limit – the amount of RRSP contributions a taxpayer may deduct.

#### RCT 27

The Automated Collection System (ACS): improves work flow for collections staff by identifying accounts that may present collection problems, allowing follow-up action and providing instant access to the history of the account. The system has been implemented nationally.

#### RCT 28

The Public Enquiries Information Bank (PEIB): with this text retrieval system, staff can access resource material such as interpretation bulletins, information circulars and other departmental information through the same terminal they use to access individual taxpayer records. The system is updated regularly. PEIB is available to the Enquiries Section in all district offices across Canada.

#### RCT 29

On-line Taxpayer Correspondence System: this system provides personalized contact with taxpayers regarding any errors found at the initial processing stage. Clear and precise letters, in the taxpayer's official language of choice, inform the taxpayer of the problem and ask for correct information. This system allows staff to create customized correspondence rapidly.

#### RCT 30

Electronic Filing: this is an automated system which allows professional tax preparers to transmit T1 return data over telecommunication lines to Revenue Canada, Taxation computers. This reduces paper burden and allows for speedier processing of returns.

#### RCT 31

The On-line Reassessment Program (On-line RAP): RAP is a computer system that allows assessors to process taxpayer reassessment requests using a computer terminal and results in faster service.

#### RCT 32

The Appeals Information and Reporting System (AIRS): this system is a fully automated national information network which gives direct access to and control of notices of objection. The system was extended in 1989 to accommodate the inventory of appeals before the courts.

#### RCT 33

The Electronic Letter Creation System (ELCS): ELCS was implemented in selected offices of the Taxpayer Requested Adjustments, Post Assessing and General Enquiries sections in the district offices in 1991. Expansion of ELCS continues.

#### RCT 34

Direct Deposit: in the 1992 filing season, all individual tax filers had the option of having their income tax refund directly deposited to their bank accounts at any financial institution in Canada. Direct deposit offers security, dependability and convenience, and eliminates the concern that cheques may be lost, damaged or delayed.

The direct deposit program will be expanded to include goods and services tax (GST) credit payments and advance child tax credit payments.



## Statistics Canada (SC)

Head Office  
R H Coats Building  
Tunney's Pasture  
Ottawa, Ontario  
K1A 0T6

Information: Ottawa/Hull (613) 951-8116; for regional offices see Part II, Addresses; for statistical information and consultative services see the Toll-free Telephone Services section.

Minister responsible:  
Minister of Industry, Science and Technology

Statistics Canada collects, analyses and publishes statistical information on virtually every aspect of Canada and its population, but more specifically on social conditions and economic activities. The Agency provides advice on statistical methodology and survey design and participates in special surveys for clients. It also maintains a variety of social and economic models for use by analysts in both public and private agencies. Advisory Services offers reference and consultative services which help clients get the most from the Agency's products and services.

#### SC 1

Information Services: Statistics Canada has developed a wide range of information products and services to serve its various publics. This includes an extensive range of print publications, computer tapes and diskettes, map products and information stored on compact disk. In addition, clients can request special customized products.

#### SC 2

Agriculture: statistics are available on key aspects of Canadian agriculture, such as land use, crop and livestock production, farm incomes and expenses, farm energy use and the socio-economic characteristics of





farm operators. These statistics are collected through the Census of Agriculture, the National Farm Survey and several other specialized surveys.

### SC 3

Forestry: Statistics Canada provides data on Canada's forest lands, logging and allied industries.

### SC 4

Mining: Statistics Canada maintains data on the number of mines in Canada and on finances and production.

### SC 5

Energy: statistics are available on household and industrial consumption, shipments, price levels and the supply and demand for all types of fuels in Canada.

### SC 6

Science and Technology: Statistics Canada maintains information on research and development by federal and provincial governments, industry and non-profit organizations. It also maintains statistics on other indicators of science and technology activities, including patents, the work of scientists and engineers, and international flows of technology.

### SC 7

Population: every five years Statistics Canada conducts a census of all Canadians. It provides basic demographic data on geographic population distributions, family characteristics, language, education, ethnicity, income, industries, occupations and dwellings. Population estimates are updated two or three times a year for the country and the constituent provinces and territories. Annual population estimates by age, sex and marital status, and total population by age and sex for census divisions and census metropolitan areas are available. The Agency also provides statistics on interprovincial migration and migration within provinces.

### SC 8

Geographical and Mapping Services: Statistics Canada conducts research projects to assist users by defining geographical areas that will be compatible with their needs. Maps depicting the boundaries of the various statistical and standard geographical areas are available. Machine-readable cartographic boundary files are also available to help users produce their own maps.

### SC 9

Searches/Pensions and Citizenship: searches are carried out on behalf of persons needing documentation of proof of age, place of birth or length of residence in Canada for pension and citizenship purposes.

### SC 10

Vital Statistics: Statistics Canada records births, marriages, divorces, deaths and causes of death.

### SC 11

Governments: nationally and internationally comparable statistics on the revenue, expenditures, assets, liabilities and employment of federal, provincial and local governments are available. Data on an individual government's involvement in the business sector may also be obtained.

### SC 12

Justice: statistics are available on law enforcement, criminal and civil courts, juveniles, legal aid and correctional services. The Canadian Centre for Justice Statistics co-ordinates the compilation of information and statistics on the Canadian judicial system.

### SC 13

Education: statistics are available on enrolment, graduates, teaching staff and finances for all levels of education in Canada; on minority and second-language enrolment for elementary and secondary levels; and on university tuition.

### SC 14

Communications: statistics are available on the finances and operations of radio and television broadcasting stations, cable television services and telecommunications carriers, including telephone companies.

### SC 15

Health: the Canadian Centre for Health Information maintains statistics on beds, services, staff and finances of hospitals, mental institutions, nursing homes and homes for the aged; on the characteristics of in-patients in hospitals and mental institutions; and on registered nurses, therapeutic abortions and disabled persons. It also has detailed information on cancer, tuberculosis and kidney disease in Canada. Statistics Canada houses the Nosology Reference Centre which classifies data on diagnoses, accidents and medical procedures.

### SC 16

Social Security: statistics are available on Canadian social programs such as the Canada Pension Plan, the Quebec Pension Plan, unemployment insurance, family allowances, the child tax credit, Old Age Security, Guaranteed Income Supplement, Spouse's Allowance, social allowances and services, war veterans programs, workers' compensation, criminal injuries compensation and legal aid.

### SC 17

Pensions: statistics are available on the income, expenditures and assets of all trusted pension plans, and on the terms, conditions and coverage of all employer-sponsored plans.

### SC 18

Culture and Recreation: statistics are available on book publishing and distribution, newspapers and periodicals, the media, films, the performing arts, heritage institutions, Canada's artists, the recording industry, government expenditures on culture and the use of leisure time by Canadians. Statistics are also maintained on participation in recreation and sports activities, as well as on production and sales of recreational equipment.

### SC 19

Travel and Tourism: statistics are kept concerning travel by Canadians in Canada and other countries, travel by visitors to Canada, travel to work, tourist accommodation, the travel price index and other tourism indicators.

**Statistics Canada** (*continued*)**SC 20**

Trade: the International Trade Division provides statistics on the type, quantity and value of exports and imports by country of destination or origin and by commodity. Domestic trade statistics are available on retail sales of chain and independent stores by type of business, as well as on the sales and inventories of wholesale merchants and the consumer services trade.

**SC 21**

Balance of Payments: statistics are available on current and capital account transactions between Canada and other countries and on year-end claims and liabilities of non-residents.

**SC 22**

Leading Indicators: Statistics Canada maintains statistics on a group of economic indicators, such as automobile sales and the average work week in manufacturing. These indicators often lead cyclical movements in the economy and illuminate future economic events. Statistics Canada's composite leading index summarizes these in a single monthly indicator.

**SC 23**

Domestic Production: Statistics Canada publishes quarterly and annual estimates of the total value of production and consumption of goods and services at market prices and in inflation-adjusted dollars. Statistics are available on monthly domestic production generated within Canadian borders for all industries, on commodities produced and used by domestic industries and on expenditure on gross domestic product. Indexes of output per person, output per person-hour and unit labour cost are also available.

**SC 24**

Prices: Statistics Canada maintains information on various price changes in the economy, including construction, farming and manufacturing, and consumer prices. The Consumer Price Index (CPI) monitors retail prices for consumer goods and services by regularly recording the prices of a typical basket of purchased items. These statistics are made available each month.

**SC 25**

Consumer Income and Expenditure: Statistics Canada maintains measures of income, expenditures, housing and other indicators of the economic status of Canadians.

**SC 26**

Employment: statistics are maintained on all important aspects of the Canadian labour market, including levels and duration of periods of employment and unemployment; employment, hours and earnings in businesses, institutions and governments; employment by industry and occupation; the labour market; and place of work in major urban areas. Much of this information is supplied by the monthly Labour Force Survey, which surveys employment patterns among

Canadians aged 15 years and older and the Survey of Employment, Payrolls and Hours which surveys businesses.

**SC 27**

Labour Unions: statistics are available describing the activities of labour unions in Canada and their associations with international unions, as reported under the Corporations and Labour Unions Returns Act (CALURA).

**SC 28**

Foreign Ownership and Control: statistics on the level of foreign ownership and control of Canadian corporations and on intercorporate ownership are available.

**SC 29**

Business: a wide range of data is available on business in Canada, including finances, production, sales, inventories, employment, salaries, wages, industries and commodities. Statistics specific to the manufacturing industries are available. These describe inventories, shipments, orders, capacity and materials used for all types of manufacturing.

**SC 30**

Financial Statistics: Statistics Canada provides financial data and performance ratios for industrial corporations, financial institutions and certain unincorporated and government enterprises, as well as statistics on the borrowing and lending activities of the various sectors of the Canadian economy. Statistics are also available on capital and repair expenditures for construction, machinery and equipment in Canada and in each province, and for selected manufacturing industry groups in metropolitan areas.

**SC 31**

Housing and Construction: statistics are kept on building permits, housing starts and completions, the construction industry, private and public investment in Canada and the stocks and industrial use of fixed assets. Statistics are also available on housing types, rooms per dwelling, values, rents, fuels, period of construction, household facilities, shelter expenditures and building permits.

**SC 32**

Transport: Statistics Canada provides data on the operations of air, rail, motor and water carriers, including passengers and cargoes carried, finances and traffic. It also has data on pipeline transport. Statistics on motor vehicle registration by provincial and territorial governments and motor fuel sales are also available.

**SC 33**

CANSIM: the Canadian Socio-economic Information Management System is a statistical data bank accessible to the public through computer terminals and on computer tapes. It contains more than 400 000 time-series data, a bank of socio-economic data, and all data from the 1976, 1981, 1986 and part of 1991 censuses of population. A folder for potential users describing this service is available on request. Telichart provides colour graphics of key economic series from



CANSIM on personal computer or Telidon terminals. It is particularly useful to businesses and research organizations.

#### SC 34

**Environmental Statistics:** Statistics Canada assesses and tracks the state of Canada's environment. A new Geographic Information System (GIS) has now brought together data on agriculture, manufacturing and other activities that affect the environment. The Agency has also developed methods for estimating vehicle emissions and soil erosion losses.



### Solicitor General Canada (SGC)

Ministry Secretariat  
Sir Wilfrid Laurier Building  
340 Laurier Avenue West  
Ottawa, Ontario  
K1A 0P8

Information: Ottawa/Hull (613) 991-3283.

Minister responsible:  
Solicitor General of Canada

The Ministry of the Solicitor General comprises a Secretariat, Correctional Service Canada, the Royal Canadian Mounted Police, the National Parole Board and the Canadian Security Intelligence Service. The Ministry brings together the major operational elements of the federal government concerned with policing, corrections, parole and national security.

#### SGC 1

**Ministry Library and Reference Centre:** the Centre provides library and reference services to the Ministry of the Solicitor General and limited services to other government departments and criminal justice agencies. It also handles unpublished documents originating within the Ministry Secretariat, Correctional Service Canada and the National Parole Board.  
Inquiries: Ottawa/Hull (613) 991-2787.

#### SGC 2

**Publication Program:** this program provides information on Ministry policies and programs to the general public. Publications are available on request from the Communications Group.  
Inquiries: Ottawa/Hull (613) 990-2744 or (613) 990-2739.

#### SGC 3

**Office of the Inspector General:** the Office is responsible for the independent review of Canadian Security Intelligence Service operations. It reports to the Solicitor General on CSIS' adherence to policy and its use of powers. Under the direction of the Security Intelligence Review Committee, the Office of the Inspector General may also review specific CSIS activities and report on them to the Committee.  
Inquiries: Ottawa/Hull (613) 990-3270.



### Security Intelligence Review Committee (SIRC)

Head Office  
122 Bank Street, 4th Floor  
(P O Box 2430, Station D)  
Ottawa, Ontario  
K1P 5W5

Information: Ottawa/Hull (613) 990-8441.

The Security Intelligence Review Committee reports to Parliament through the Solicitor General of Canada.

#### SIRC 1

The independent, external review of the Canadian Security Intelligence Service (CSIS) and the investigation of complaints about CSIS activities fall under the authority of the Security Intelligence Review Committee by the Canadian Security Intelligence Service Act. The Review Committee also investigates complaints from individuals who have had their employment prospects affected by the denial of a security clearance, and matters referred to it by the Human Rights Commission. Reports made to the Committee by the Secretary of State, the Minister of Immigration or the Solicitor General of Canada respecting national security or an individual's involvement in organized crime are also examined by this body.



### The St Lawrence Seaway Authority (SLSA)

Head Office  
Constitution Square, Suite 1400  
360 Albert Street, 14th Floor  
Ottawa, Ontario  
K1R 7X7

Information: Ottawa/Hull (613) 598-4614; regional offices *see* Part II, Addresses.

Minister responsible:  
Minister of Transport

The St Lawrence Seaway Authority (SLSA) was incorporated as a Crown corporation to construct, operate and maintain, either on its own in Canada or in conjunction with works undertaken by an appropriate authority in the United States, a deep waterway between the Port of Montreal and Lake Erie and bridges connecting Canada with the United States; to acquire shares or property of any bridge company; and to operate and manage bridges. The SLSA provides information concerning the history, facilities and operation of the St Lawrence Seaway.

## The St Lawrence Seaway Authority (*continued*)

### SLSA 1

Navigation/St Lawrence Seaway: the St Lawrence Seaway Authority provides navigational services through locks and canals on the St Lawrence River between the Port of Montreal and Lake Ontario, and through the Welland Canal.

### SLSA 2

Seaway Regulations: the St Lawrence Seaway Authority is responsible, in conjunction with the Saint Lawrence Seaway Development Corporation of the United States, for the establishment and enforcement of joint Canada – United States regulations concerning the transit of vessels on the St Lawrence Seaway and for transit of pleasure craft through its locks and canals.

### SLSA 3

The Seaway International Bridge Corporation, Ltd: a subsidiary of the St Lawrence Seaway Authority, this Corporation operates and maintains an international toll bridge between Cornwall (Ont) and Rooseveltown (NY).

### SLSA 4

The Jacques Cartier and Champlain Bridges Incorporated: a subsidiary of the St Lawrence Seaway Authority, this Corporation operates and maintains the Jacques Cartier Bridge, the Champlain Bridge and a portion of the Bonaventure Autoroute. The bridges connect the Island of Montreal to the South Shore.



## Department of the Secretary of State (SS)

Head Office  
Jules Léger Building  
25 Eddy Street  
Hull, Quebec  
(Mail: Ottawa, Ontario K1A 0M5)

Information: Ottawa/Hull (819) 997-0055; for other offices *see* Part II, Addresses, or *see* the Toll-free Telephone Services section.

Minister responsible:  
Secretary of State

Secretary of State activities seek to foster a sense of belonging to Canada; to assist Canadians to understand and celebrate their identity; and to help Canadians take advantage of opportunities to enjoy our country's educational, social, economic, political and cultural resources. The Department does this by providing support for postsecondary education, assisting individuals, groups and private institutions in appropriate projects and by encouraging communication and education in both official languages.

## Ceremonial and Protocol Directorate (SS 1)

### SS 1

Protocol/Rules and Advice: the Ceremonial and Protocol Directorate organizes state ceremonies, visits by members of the Royal Family and national events; establishes rules; and provides advice on matters of precedence and protocol for affairs of state. It administers statutes and regulations for the protection of national symbols, the exercise of prerogatives of members of the Royal Family and the use of Parliament Hill for public events. A gift bank for federal government departments is provided by this Directorate. It also provides support to the lieutenant governors of the provinces in the performance of their duties.

## Disabled Persons (SS 2 – SS 3)

### SS 2

Status of Disabled Persons Secretariat: the Secretariat supports the Minister Responsible for the Status of Disabled Persons (the Secretary of State) in the role of advocate on issues of concern to Canadians with disabilities. Through research, policy analysis, co-ordination and information exchange activities the Secretariat supports the development of programs, policies and legislative initiatives which enhance the quality of life of disabled Canadians. In 1991, the government launched the five-year, \$158 million National Strategy for the Integration of Persons with Disabilities. Led by the Department of the Secretary of State, 10 federal departments and agencies have now embarked on initiatives aimed at equal access, economic integration and effective participation for persons with disabilities. The Secretariat also assists the minister in supporting international collaboration with ministers responsible for the status of persons with disabilities from around the world regarding implementation of the United Nations World Program of Action.

Inquiries: Ottawa/Hull (819) 997-2412; for hearing-impaired people (819) 997-2412.

### SS 3

Disabled Persons Participation Program: this program has two funding components. It provides financial assistance, advice and information to voluntary organizations of persons with disabilities. This funding aims to allow persons with disabilities to represent their rights and responsibilities as Canadian citizens, to support community initiatives for overcoming attitudinal, institutional and informational barriers and to support innovative approaches by persons with disabilities to participation in Canadian social and economic life. In addition, the Disabled Persons Participation Program includes a partnership fund. Its purpose is to support and develop partnership ventures in co-operation with persons with disabilities and a number of sectors of society that do not traditionally address disability issues but have an important responsibility to promote change. This new component was introduced as part of the National Strategy for the Integration of Persons with Disabilities.





The program also undertakes a variety of information and public awareness initiatives aimed at promoting the full participation of persons with disabilities in all aspects of Canadian life. A key activity in this area is support to National Access Awareness Week (NAAW), which motivates communities across Canada to work toward creating fully accessible communities. NAAW is a partnership of national organizations of persons with disabilities, labour, business and other community leaders.

Inquiries: Ottawa/Hull (819) 997-2412; for hearing-impaired people (819) 997-2142.

## **Native Citizens (SS 4 – SS 8)**

### **SS 4**

**Aboriginal Representative Organizations Program:** this program provides financial assistance to provincial, territorial and national native associations to help their members make their concerns known and to promote their participation in addressing these concerns. In doing so, it assists aboriginal people effectively to influence and interact with all levels of government and to develop strong, skilled aboriginal leadership at the provincial and national levels.

Inquiries: Native Citizens' Directorate (819) 994-3835.

### **SS 5**

**Native Social and Cultural Development Program:** this program is concerned with the social and cultural needs of native peoples and promotes the preservation and development of native cultures and languages in the context of Canadian society. The current focus of the program is to encourage the preservation and use of aboriginal languages.

Inquiries: Native Citizens' Directorate (819) 994-3835.

### **SS 6**

**Aboriginal Women's Program:** designed to support and encourage projects and activities for the participation of native women in contemporary society, this program develops leadership capabilities, and individual and collective skills and talents. In doing so, it encourages aboriginal women to play a central role in their communities and to participate effectively in Canadian society. It helps maintain cultural distinctiveness and identity.

Inquiries: Native Citizens' Directorate (819) 994-3835.

### **SS 7**

**Northern Native Broadcast Access Program:** funding is available to aboriginal broadcasters to operate and maintain studio facilities and to produce and broadcast radio and television programs for aboriginal audiences. This programming provides aboriginal communities in northern Canada with radio and television services that meet their cultural, linguistic and informational needs. Most broadcasts are in the aboriginal language indigenous to a region.

Inquiries: Native Citizens' Directorate (819) 994-3835.

### **SS 8**

**Aboriginal Friendship Centre Program:** program and limited project funding is provided to aboriginal friendship centres located in urban areas across

Canada. This funding enables centres to operate drop-in facilities which provide programs and services to local aboriginal communities. It encourages economic independence and autonomy of friendship centres and assists aboriginal persons with disabilities to participate in friendship centre activities.

Inquiries: Native Citizens' Directorate (819) 994-3835.

## **Canadian Identity (SS 9 – SS 11)**

### **SS 9**

**Open House Canada Program:** this program provides financial assistance to non-profit organizations that sponsor youth-group exchanges and national fora on behalf of the program. The funds allocated are to be used exclusively to cover the transportation costs of the participants.

### **SS 10**

**Canada Day:** the Canada Day Program promotes pride in Canada and participation in the celebration of the nation and Canadian citizenship. Twelve provincial/territorial committees and a national secretariat in Ottawa provide leadership to local organizing committees. Assistance includes limited "seed money" grants.

### **SS 11**

**Symbols Promotion:** one of the responsibilities of the Department is to advance an awareness and appreciation of Canada, its institutions and many colourful symbols. While the program is designed for the entire population, it focuses on school children. Publications, produced under the Symbols Promotion Division, are designed to spark popular interest in areas that are uniquely Canadian. In its work, Symbols Promotion creates a link between the issues of national pride, civic involvement and citizenship appreciation.

## **Education (SS 12 – SS 13)**

### **SS 12**

**Canadian Studies and Special Projects Directorate:** five funding programs designed to support the development of a variety of Canadian studies learning materials are administered by the Directorate. This material, designed for use at any educational level and by the general public, focuses on areas considered to be underdeveloped or neglected in the field of Canadian studies. The Directorate provides support for up to 50 percent of the development costs for print, and the development and production costs for film, audio-visual and computer-based or -assisted Canadian studies learning materials. Support is also provided for the use of these materials in open learning and distance education programs. It also encourages greater private-sector (Canadian foundations and corporations) support for Canadian studies projects through the provision of matching-dollar funding.

## Department of the Secretary of State *(continued)*

### SS 13

Student Assistance/Postsecondary Education: the Canada Student Loans Program guarantees loans to students whose resources are insufficient to pay for full- or part-time studies at the postsecondary level. Applications for loans are assessed by provincial governments according to criteria agreed upon by both orders of government. The loans are negotiated by students at banks or other financial institutions. The federal government pays interest on the loans while borrowers are enrolled in full-time studies and for six months afterwards. There is no interest subsidy on loans to part-time students. Under the Interest Relief Program an additional interest-free period of up to 18 months may be granted to individuals who are unemployed or incapable of working because of a temporary disability or illness.

## Official Language Programs (SS 14 – SS 18)

### SS 14

Promotion of Official Languages: this program supports the development of official-languages minority communities – francophones outside Quebec and anglophones in Quebec – and promotes linguistic duality in co-operation with provincial and territorial governments and non-governmental organizations. As well, the program facilitates, together with other departments and organizations, the co-ordination of federal government initiatives in the area of official languages. Consultation and co-operation are vital in this regard.

The Promotion of Official Languages Program has six components which provide for financial assistance. These include: support for official-language community organizations and institutions, assistance for the establishment of community radio stations, intergovernmental co-operation, support for the administration of justice in the two official languages, support for dialogue and understanding between official-language communities, and collaboration with the voluntary sector.

### SS 15

Official Language Fellowships and Awards: the Department offers language fellowships through provincial and territorial departments of education. Postsecondary students pursuing studies in their second official language and students belonging to the minority official language community in a province or territory who wish to study in their mother tongue are eligible. Certain provinces also offer a travel allowance to students belonging to the official language minority community.

The Queen Elizabeth Silver Jubilee Endowment Fund Awards Program: this program provides awards to university students who have completed their first year of university and intend to pursue their undergraduate studies in their second official language. The fund is administered on behalf of the Department by the Association of Universities and Colleges of Canada.

### SS 16

Official Languages/Funding for Teachers: through provincial and territorial departments of education, the Department provides funding for second official-language and minority official-language teachers or education students to improve their teaching and linguistic skills.

The Official Language Monitor Program enables students enrolled full time in a postsecondary educational institution, usually outside their province or territory of residence, to work part time as official language monitors. In semi-urban or rural areas, a number of monitors work full time, assisting English second-language teachers and French second- and first-language teachers at all levels of the educational system.

### SS 17

Summer Language Bursary Program: each summer, departmental funds enable postsecondary students to take a six-week immersion course in their second official language at accredited institutions either in their province of residence or in another province. Bursaries are also granted to francophone students outside Quebec, who wish to improve their skills in their own language.

### SS 18

Language Acquisition Development (LAD) Program: the Department makes contributions to voluntary organizations, professional associations and educational institutions for the collection and dissemination of information on official languages in education and for the development and improvement of methods and techniques for teaching official languages.

## Translation and Terminology (SS 19 – SS 20)

### SS 19

Translation and Interpretation: the Translation Bureau of the Secretary of State provides Parliament and the Government of Canada with translation and interpretation services in French and English. It also provides services, as required, in any modern language in current use, to help the federal government with international communications and correspondence with Canada's ethnocultural groups and private citizens. In addition, the Bureau provides sign language interpretation to help public servants communicate with Canadians with impaired hearing.

### SS 20

Terminology and Linguistic Services Directorate (TLSD): this Directorate is responsible for ensuring that Canada's two main linguistic communities are equipped with the tools required for maintaining effective communication in every field of endeavour. To fulfil its mandate, the TLSD manages TERMIUM, the Canadian government's linguistic data bank, which is available to all federal departments and agencies, provincial governments, educational institutions, international organizations, translation services and major Canadian companies. TERMIUM is easy to consult and requires no computer knowledge. It is accessible on line or on a CD-ROM.





The TLSD also produces a large number of terminology and language publications and offers a phone-in service to Canadians requesting information on proper names as well as terminological and linguistic problems. The TLSD provides training to translators and other communicators within and outside the federal government and evaluates the language quality of translations and other documents. In addition, the TLSD plays an active role in the language industry and works on research projects with Canadian and foreign organizations.

## Women's Program (SS 21)

### SS 21

**Resources for Women's Groups:** this program assists voluntary organizations that work to improve the economic, social and legal situation of women, whether in the home, the workplace or the community. The objectives are to increase public understanding in order to encourage action on women's equality issues; to promote the organizational development of women's groups in order to increase their effectiveness in working towards equality for women; and to promote actions by institutions to incorporate women's equality issues into their decision-making structures, policies and programs.

Financial assistance is available to women's and other voluntary groups to carry out activities which address the program's objectives and are within the areas of economic equality, social justice, access and participation.

Family violence is a priority within the social justice funding area. Funding is provided for pilot projects, research activities and enhanced information services aimed both at preventing violence against women and at encouraging institutional change.



## Supply and Services Canada (SSC)

Head Office  
Place du Portage  
Phase III  
11 Laurier Street  
Hull, Quebec  
(Mail: Ottawa, Ontario K1A 0S5)

Information: Ottawa/Hull (819) 997-6363; for Crown assets distribution centres, regional offices and other offices see Part II, Addresses; for bookstores where Government of Canada publications are available see Part II; for superannuation and public service insurance plans call toll-free 1-800-561-7930; for the Canada Communication Group, Consulting and Audit Canada, and the Canadian General Standards Board see Table of Contents.

Minister responsible:  
Minister of Supply and Services

Supply and Services Canada is the chief purchasing agent and central accountant for the Government of Canada. Its functions include procurement, supply, printing and publishing. Other responsibilities are in accounting, payment, audit and management advisory services.

### SSC 1

**Provision of Goods and Services:** Supply and Services Canada acquires goods and services for federal departments and agencies. To fill federal government requirements, Supply and Services Canada solicits bids through advertising, electronically via the Open Bidding Service or the Government Business Opportunities publication or from firms listed on source lists. The *Suppliers' Guide* includes an application for source listing and a list of major goods and services purchased by Supply and Services Canada on behalf of departments and agencies of the Canadian government. Information on the purchase of policy manuals covering the supply program can be obtained from the Canada Communication Group (CCG), Publishing.

### SSC 2

**Science Culture Canada:** this program promotes a more science-oriented culture in Canada. The program aims to increase public awareness of and interest in scientific achievements, improve communications between scientists and users of technology and develop greater interest in science and technology among young people. Three different categories are available: general core funding, youth core funding and project funding. Eligible organizations include both non-profit and profit-oriented institutions, providing that the proposals are not intended to promote self-interest.

### SSC 3

**Crown Assets Distribution Centres:** these Centres offer federal government surplus equipment and material for sale to the general public, private industry and other governments and agencies in Canada and abroad.

### SSC 4

**Compensation Services:** authority and responsibility for the pay and benefits function for federal public servants are shared by all government departments and agencies. Treasury Board manages the compensation function for employees who staff the government's departments and many of its agencies; individual departments and agencies administer day-to-day pay and benefits operations; and some Crown corporations manage and administer compensation for their employees.

The Government Operational Service (GOS) is responsible for the administration of compensation systems providing pay, pensions and insurance on a government-wide basis through such products as public service pay and superannuation, RCMP compensation and judges pensions. The Superannuation Branch in Shediac, New Brunswick, answers inquiries concerning pensions and benefits for retired federal public servants and for the spouses of deceased pensioners. The Canadian Forces Pension Office answers inquiries concerning pensions for former members of the Canadian Forces and for the spouses of deceased Canadian Forces personnel, as well as inquiries

## Supply and Services Canada *(continued)*

concerning education allowances for children of deceased members. Note: inquiries regarding veterans' pensions and benefits related to death and disability resulting from active service (Disability and Survivors' Pensions) are handled by Veterans Affairs.

### SSC 5

Payments Services: the Government Operational Service (GOS) issues payments on behalf of all government departments and agencies using the Consolidated Revenue Fund. It provides development of both generalized and customized systems for production and distribution of payments to the public, file maintenance systems and support services for keeping files up-to-date, and management administration reports. These services allow program departments to communicate with their clientele through the use of inserts with cheques and direct deposit statements.

### SSC 6

Banking and Cash Management Services: Government Operational Service (GOS) carries out the public money and banking program activities of the Receiver General. Banking and cash management functions include the administration of the receipt, transfer, holding and disbursement of all public money of Canada, both at home and abroad, and the negotiation or tendering for all banking services and facilities required by the government. It has responsibility for the management of the deposit of all monies collected by government, and placement of all public money in interest-earning accounts and Canadian and foreign financial institutions. GOS also redeems and validates all government payment instruments (Receiver General cheques, direct deposit payments, unemployment insurance warrants) and carries out the responsibilities of the Office of the Custodian of Enemy Property which administers the records of assets taken into custody during World War II. The Office is not in operation, although it legally continues to exist.

### SSC 7

Central Accounting and Reporting Services: the Government Operational Service (GOS) carries out its central accounting and reporting responsibilities as Receiver General through the development and maintenance of the Central Accounts of Canada, the publication of various interim financial reports including monthly statements of financial operations for the central agencies, departments and the public, as well as the preparation and annual publication of the Public Accounts of Canada. To carry out these responsibilities, the Directorate operates the Central Accounting Systems (CAS) which control, track, analyse, aggregate and report on every Government of Canada financial transaction.

### SSC 8

Bequests to the Crown: individuals can donate their property to the Government of Canada. Such bequests often take the form of art, land or cash.

### SSC 9

Credit Cards for Federal Employees: travel cards for government employees and fuel cards for government vehicles are available with departmental approval. The enRoute Card Inc. was selected to provide a corporate travel card system which is used for such expenses as hotel accommodation, meals, car rentals and taxis, incurred while on government business. Each department is responsible for determining which government employees will have access to the enRoute credit cards.

### SSC 10

Government Travel Service: this private-sector agency co-ordinates all travel arrangements for public servants. Reservations are made only after the government employee has authorization from his/her department. This service makes travel, car rental and accommodation reservations both within Canada and to other countries.

### SSC 11

Hotel Directory for Government Employees: the Directory provides federal employees with information on establishments that have offered preferred rates to the Government of Canada. It gives interested establishments an opportunity to bid competitively for government business. In addition, guidelines for making government business travel reservations are provided. Issued each May, the Directory is effective for one calendar year.

### SSC 12

Car Rental Directory for Government Employees: the Directory (replacing the former handbook) provides federal employees with information on suppliers of rental cars that have offered preferred rates to the Government of Canada. It gives interested firms an opportunity to compete for government business. In addition, established guidelines for making reservations are provided. Issued in May of each year, the Directory is effective for one calendar year.

### SSC 13

Security Clearances: the Industrial and Corporate Security Branch provides consultation and advice to existing and potential prime contractors or sub-contractors on industrial security matters. The Branch administers the security-related portions of contracts where access to sensitive material and/or controlled areas is required. It negotiates international industrial security agreements or memoranda of understanding on behalf of the Government of Canada. The Branch also processes visit clearances for access to controlled areas on behalf of representatives from Canadian and foreign governments and industry, and certifies companies for access to military critical technology through the Joint Certification Program, located in Battle Creek, Michigan in the United States.

### SSC 14

Incentive Rebate Program: this program is intended to provide client departments with a portion of the financial returns resulting from the sales of their declared surplus. Science and Professional Services Directorate. Inquiries: (613) 956-0931.



**SSC 15**

**Papersave:** this is an enhancement of the Papersave initiative which began in 1976 in the National Capital Region. The program provides weekly paper collection, with a desk-side blue basket for each employee.

**SSC 16**

**Supplier Promotion Program:** the Department has developed informational seminars for suppliers which are offered by SSC offices across the country. These seminars and the accompanying publications are designed to simplify the procurement process and to provide advice on how suppliers can compete for a share of the federal government market. In the National Capital Region, supplier promotion seminars are offered by the Centre for Supplier Promotion at two levels – basic and advanced. Basic seminars consist of an introduction to SSC's procurement operations and are aimed at companies unfamiliar with the federal marketplace. Advanced seminars provide specialized information on government contracting for companies familiar with the federal marketplace but requiring detailed information on subjects of particular interest. Demonstrations relating to the Open Bidding Service are also available through the Centre for Supplier Promotion.

In addition, publications dealing with procurement-related issues are available from regional offices or from the Centre for Supplier Promotion.

Inquiries: Ottawa/Hull (819) 956-7052.

**SSC 17**

**Open Bidding:** this initiative is designed to provide more opportunities for Canadian-based suppliers to bid on federal government requirements. Open bidding refers to the use of public notices to solicit bids rather than the exclusive use of source lists. Already applied to contracts covered by the General Agreement on Tariffs and Trade (GATT) and the Free Trade Agreement (FTA) with the United States, open bidding now also covers the majority of competitive transactions for goods (the exceptions are mainly related to national security and emergency requirements) and science and technology requirements valued at \$25 000 or more. In addition, advance contract award notices of upcoming sole-source requirements above \$25 000 are advertised. Open bidding requirements are advertised on the Open Bidding Service (OBS). An application form to gain access to the Service is available by calling the Open Bidding Hotline at 1-800-361-4637 and sending the form to Open Bidding Service, P.O. Box 22011, Ottawa, Ontario K1V 0C2.

**SSC 18**

**Open Bidding Service (OBS):** this is a user friendly, automated bidding system designed to give all suppliers of goods and services fast, effective and equal access to government contracts of \$25 000 or more. Using a personal computer, a modem and any communication software, suppliers can access information on potential bidding opportunities for requirements valued at \$25 000 or more. Non-electronic subscribers, such as vendors who use the *Government Business Opportunities* publication, can use the system and order bid documents by calling the OBS Request Line.

The OBS is a user-pay service provided through Information Systems Management Corporation at 1-800-361-4637 or (613) 737-3374 in the National Capital Region.

**SSC 19**

**Supplier Registration Program:** any person, group or enterprise with whom contracts can be legally entered into, can register on a national or regional basis with the Department for federal government requirements. To register as a potential supplier of goods or services, suppliers must complete one of the applications for supplier registration (national or regional) which are available in the Suppliers' Guide. Registration will ensure that potential suppliers are considered for inclusion on all applicable source lists under one request while at the same time ensuring that information requirements are met. The Suppliers' Guide provides information on the supplier registration process, comprehensive listings of the goods and services purchased by the Government of Canada, pertinent information on bidding for contracts and departmental supplier contact points. Statistical Information and Data Management Branch, Supplier Services Centre. Inquiries: Ottawa/Hull (819) 956-3444.

**SSC 20**

**Unsolicited Proposals Brokerage Service (UPBS):** the service is designed to encourage innovative science and technology proposals. The scope of the service is broad. It covers not only the science and technology objectives of federal government departments but other federal government priorities. These include industrial competitiveness, regional and small business development and economic priorities. The Brokerage Service uses existing financial resources through alliances with the Canadian private sector and government departments and agencies at the federal, provincial and municipal levels.

UPBS is administered by Supply and Services Canada which receives and brokers proposals to potential federal government sponsors. If a proposal is accepted, SSC negotiates and manages the contract on behalf of the lead federal government department and ensures contractor performance and delivery. It also performs contract verification and audit.

Inquiries: Science and Professional Services Directorate, Ottawa/Hull (819) 956-1774; Fax (819) 997-7352.

**SSC 21**

**Environmental Innovation Program (EIP):** the program offers Canadian industry, universities, native groups, non-government organizations and interested individuals the opportunity to meet the environmental priorities of the Green Plan by submitting innovative research and development proposals in the areas of natural sciences, social sciences, health sciences and the humanities. EIP is managed by Environment Canada and administered by Supply and Services Canada. SSC distributes proposals to potentially interested government departments. If a department accepts the proposal SSC negotiates and administers the contract.

Inquiries: Science and Professional Services Directorate, Ottawa/Hull (819) 956-1774; Fax (819) 997-7352.





## Social Sciences and Humanities Research Council of Canada (SSHRC)

255 Albert Street  
(P O Box 1610)  
Ottawa, Ontario  
K1P 6G4

Information: Ottawa/Hull (613) 992-0682.

Minister responsible:  
Minister of Communications

The Council's mandate is to promote and assist research and scholarship in the social sciences and humanities. To this end, it administers research and strategic grants programs, fellowship programs for research training and grants for international scholarly exchanges, scholarly publishing, conferences and other research-related activities. In addition, the Council performs a leadership role in research policy in Canada through consultation and liaison with government and the scholarly community. Council programs are open to Canadian citizens and to permanent residents of Canada.

Legislation has been introduced (Bill C-93, Part III) to merge the Social Sciences and Humanities Research Council, the Canada Council and the international cultural and academic relations programs of External Affairs and International Trade Canada.

### SSHRC 1

**Research Grants:** the Research Grants Division administers standard research grants which support the production and dissemination of advanced scholarly research in the humanities and social sciences by an individual or group of scholars, and major collaborative research initiative grants to groups of researchers who undertake large-scale research or editorial projects. Inquiries: Ottawa/Hull (613) 992-3145.

### SSHRC 2

**Strategic Grants:** strategic grants assist the development of research and scholarship in areas of national importance. This objective is made operational through thematic programs, which foster multidisciplinary approaches by groups of researchers for research on specific social and cultural issues of national importance. The five current themes are Applied Ethics, Managing for Global Competitiveness, Science and Technology Policy in Canada, Women and Change, and Education and Work in a Changing Society. Through a joint initiatives program, the Council encourages government agencies, private corporations or community organizations to collaborate in co-developing and co-funding additional programs of research in areas of particular need.

One such initiative is Eco-Research: A Tri-Council Green Plan Program. This \$50 million, six-year program (established in 1991 under the federal government's Green Plan) offers research grants, doctoral fellowships and university research chairs in environmental studies. The partners in this initiative are SSHRC (which houses the Tri-Council Secretariat), the Medical Research

Council, the Natural Sciences and Engineering Research Council and Environment Canada. Inquiries: Ottawa/Hull (613) 992-3027.

### SSHRC 3

**Fellowships and Scholarships:** the Council's fellowships program supports the training of new Canadian researchers in the humanities and social sciences and ensures a supply of highly qualified personnel to meet Canada's research needs. To this end, the Council offers doctoral and postdoctoral fellowships. The Fellowships Division also administers the Master's Scholarships in Science Policy jointly sponsored by the Natural Sciences and Engineering Research Council of Canada (NSERC) and Social Sciences and Humanities Research Council of Canada (SSHRC); the Jules and Gabrielle Léger Fellowship for research and writing on the historical and contemporary contribution of the Crown and its representatives (federal and provincial) to the political, constitutional, cultural, intellectual and social life of the country; the Bora Laskin National Fellowship in Human Rights Research; the Thérèse F Casgrain Fellowship for research on women and social change in Canada; the Queen's Fellowships; the Canadian Law Scholarship Foundation/SSHRC Legal Research Scholarship; and the joint initiative of the Social Sciences and Humanities Research Council, Natural Sciences and Engineering Council, and "Fonds pour la formation de chercheurs et l'aide à la recherche" which encourages students to change their linguistic milieu and their place of study from Quebec to another province and vice versa. (Note: "Fonds pour la formation de chercheurs et l'aide à la recherche" or FCAR is a Quebec provincial program.) Inquiries: Ottawa/Hull (613) 992-3202.

### SSHRC 4

**Research Communication and International Relations:** this Division administers programs for research dissemination and infrastructure. These include Aid to Learned Journals, Aid and Attendance Grants to Scholarly Associations, Aid to Occasional Scholarly Conferences in Canada, Aid to International Congresses in Canada, International Summer Institutes: A Program for Canadian Universities and Travel Grants for International Representation. Research programs include Support to Specialized Collections, Aid to Small Universities and General Research Grants. The Council also administers grants to the Association canadienne-française pour l'avancement des sciences (ACFAS), the Canadian Federation for the Humanities (CFH) and the Social Science Federation of Canada (SSFC), as well as Aid to Scholarly Publications grants to the CFH and SSFC. Infrastructure support is provided to the Canadian Institute for Historical Microreproductions. Inquiries: Ottawa/Hull (613) 992-3131.





## Standards Council of Canada (STCC)

Head Office  
45 O'Connor Street, Suite 1200  
Ottawa, Ontario  
K1P 6N7

Information: Ottawa/Hull (613) 238-3222; Fax  
(613) 995-4564.

Minister responsible:  
Minister of Consumer and Corporate Affairs

The Council promotes voluntary standardization (which helps industry and Canadians in general) in fields relating to the construction, manufacture, production, quality, performance and safety of buildings, structures, manufactured articles, products and other goods not expressly provided for by law.

The Standards Council accredits organizations that provide standardization services to Canadians, including standards writing, certification of products and services, product testing and registration of quality systems. The Council also represents Canada in international standards activities, particularly in the work of the International Organization for Standardization (ISO) and the International Electrotechnical Commission (IEC).

### STCC 1

Standards Information: the Council offers information on standards, certification systems, technical regulations and requirements in various areas, including information on the existence, availability, point of sale and scope of these technical specifications. The Council's information service is the official GATT (General Agreement on Tariffs and Trade) Technical Barriers to Trade (TBT) inquiry point for Canada, and provides information on National Standards of Canada, other Canadian standards, and on international and foreign national standards. These include copies of the standards of the International Organization for Standardization and the International Electrotechnical Commission. The Council also co-ordinates the Standards Information System of Canada (CANSIS), a growing network of organizations having standards collections available for public reference, and is affiliated with the ISO Information Network (ISONET) which links the information centre of the ISO Central Secretariat with the information centres of ISO members. Foreign and international standards are sold through a centralized ordering location in Ottawa.

Inquiries: Sales information, Ottawa/Hull  
(613) 238-3222 or 1-800-267-8220.



## Status of Women Canada (SWC)

360 Albert Street, Suite 700  
Ottawa, Ontario  
K1A 1C3

Information: Ottawa/Hull (613) 995-7835.

Minister responsible:  
Minister responsible for the Status of Women

### SWC 1

Status of Women Canada is the federal government's central co-ordinating agency promoting the equality of women in all spheres of society. It analyses and develops federal government policies affecting women and reviews federal legislation, policies and programs to determine their impact on women. Status of Women Canada works with other governments – provincial, territorial and international – and with national and international non-governmental groups. It also provides public information.



## Treasury Board of Canada (TB)

### Treasury Board Secretariat

L'Esplanade Laurier  
9th Floor, East Tower  
140 O'Connor Street  
Ottawa, Ontario  
K1A 0R5

### Office of the Comptroller General of Canada

L'Esplanade Laurier  
9th Floor, West Tower  
300 Laurier Avenue West  
Ottawa, Ontario  
K1A 1E4

Information: Ottawa/Hull (613) 957-2400.

Minister responsible:  
President of the Treasury Board

The Treasury Board of Canada is responsible for the management of the government's financial, human and material resources. It advises Cabinet on the programs and projects that will achieve the government's objectives in the most cost-effective way. The Board is supported by the Treasury Board Secretariat and the Office of the Comptroller General.

### TB 1

Treasury Board Secretariat: the Secretariat examines spending plans of the federal government and makes recommendations to the Board and Cabinet. It provides leadership to departments by developing and overseeing implementation of administrative, real



**Treasury Board of Canada (continued)**

property and personnel management policies in the public service and official languages policies in all federal institutions. It also negotiates collective agreements with public service bargaining agents on behalf of the Treasury Board as employer.

**TB 2**

Office of the Comptroller General: the mission of the Office of the Comptroller General is to be a leader in innovative approaches to management processes for improved program delivery. Accordingly, the Office supports, across the federal government, management that is both cost effective and accountable. It ensures that sound financial management, program evaluation and internal audit are established and maintained.

**TB 3**

Access to Information and Privacy: the Treasury Board Secretariat is responsible for issuing policies and regulations to federal government institutions on the operation of the Access to Information and Privacy Acts. It also prepares and distributes publications describing government institutions and their information holdings, enabling the public to obtain access to this information.

**TB 4**

Regulatory Affairs: the Treasury Board Secretariat is responsible for improving the management of the federal regulatory system by promoting public participation in the process and reducing red tape and ineffective regulation. It also facilitates regulatory planning and priority setting. Each December, it publishes the *Federal Regulatory Plan*, a compendium of regulations to be enacted in the coming year.

**Transport Canada (TC)**

Head Office  
Transport Canada Building  
Place de Ville  
Tower C, 21st Floor  
330 Sparks Street  
Ottawa, Ontario  
K1A 0N5

Other offices: see Part II, Addresses.

Information: Ottawa/Hull (613) 990-6663; regional, pilotage authority and other offices see Part II, Addresses; for Coast Guard/marine emergencies (search and rescue) and information, environmental emergencies and airport flight services see the Toll-free Telephone Services section.

Ministers responsible:  
Minister of Transport and Minister of State (Transport)

The jurisdiction of the Department covers all federally regulated railways, as well as the Aviation, Airports, Marine and Surface Groups.

**Aviation  
(TC 1 – TC 17)****TC 1**

Aviation Careers: Transport Canada Aviation offers career opportunities for pilots, aircraft maintenance engineers, air traffic controllers, flight service specialists, civil aviation inspectors and other technical aviation personnel. The Aviation Regulation Directorate is responsible for all levels of pilot and aircraft maintenance engineer licensing including development of standards, preparation of study and reference material, flight testing and examinations, and the administration of licence issue, renewal and endorsement.

**TC 2**

Flight Services: flight service stations provide pre-flight, in-flight and post-flight information services to help pilots fly. Users may request such services as electronic navigational aids, communications, VFR (Visual Flight Rules) flight planning, aeronautical and meteorological briefings (AWIS) and VHF/DF navigation services.

**TC 3**

Air Carrier Operations: before operating a commercial air service in Canada, an air carrier must obtain an operating certificate from Transport Canada Aviation certifying that the carrier is adequately equipped and able to conduct a safe operation. Transport Canada Aviation then monitors air carriers through an inspection program to ensure their continued safe operation.

**TC 4**

Aviation Safety Information: the System Safety Directorate promotes aviation safety through the active search for hazards, the assessment of risk and the delivery of safety educational programs to all sectors of the aviation community.

**TC 5**

Air Traffic Control: Transport Canada Aviation is responsible for the movement of air traffic and provides air traffic control services to aircraft operating in Canadian airspace and in international airspace for which Canada has accepted responsibility. Control towers provide air traffic control services to aircraft operating at or near airports. Terminal control units and area control centres provide the same to aircraft operating in controlled airspace. These services include information on air transportation administration, radar traffic observation and VHF direction-finding assistance. Certain air operations in controlled airspace require reservations.

**TC 6**

Airspace: Transport Canada Aviation is responsible for developing Canada's airspace, navigational aids and aeronautical communication facilities to meet forecasted demands.

**TC 7**

Aircraft Registration: the Aircraft Registration Division publishes the *Canadian Civil Aircraft Register*, an alphabetical listing of all registered owners by name and address, aircraft registration marks and aircraft type. For





a nominal fee, clients may purchase the Register on microfiche. The Division also provides information on the import and subsequent registration of aircraft in Canada and is responsible for the registration of aircraft flown under Restricted Category Flight Authority, such as ultra-light or amateur-built craft.

#### TC 8

**Aeronautical Information Services:** Transport Canada Aviation provides printed information on airspace, airports, navigation and communication facilities, maps and aeronautical charts, aeronautical rules, regulations, procedures, services and hazards, as well as other information used by pilots for pre-flight planning and in-flight navigation.

#### TC 9

**Air Shows:** special aviation events come under the jurisdiction of the Aviation Regulation Directorate. The Directorate produces the *Manual of Special Aviation Events*, which provides information on the requirements for air shows in Canada.

#### TC 10

**Aviation Compliance Program:** the Department is responsible for enforcing the Aeronautics Act, the Air Regulations and the Air Navigation Orders through counselling, assessment of monetary penalties, suspension of Canadian aviation documents and court prosecution; enforcement of Part II of the Canada Labour Code and of the Aviation Occupational Safety and Health Regulations; and for enforcement of the Non-Smoker's Health Act and Regulations. Aviation, Legislation and Compliance Branch.

#### TC 11

**Aircraft/Airworthiness:** the Aviation Regulation Directorate, Airworthiness Branch, is responsible for standards, procedures and design approval of aircraft, engine and aeronautical products; issuing type approvals, certificates of airworthiness, flight permits and other flight authorizations; standards, procedures, approval and control of aeronautical product designers, manufacturers, maintenance organizations and personnel; in-service difficulty investigations and issuing airworthiness directives and other airworthiness information; and the development of design and maintenance requirements and procedures of the Air Regulations and Air Navigation Orders.

#### TC 12

**Navigational Aid Flight Inspection:** Transport Canada Aviation is responsible for electronic navigational aid flight inspection services for instrument landing systems (ILS), VHF omni-ranges (VOR) and radar and non-directional beacon (NDB) facilities owned and operated by the Department.

#### TC 13

**Technical Services:** this Branch is responsible for the overall development, implementation and management of air-navigation-system facilities and electronic systems, including the development of national policies, standards and programs. To ensure the safety and integrity of all air navigation systems, the Branch is responsible for the engineering, design, construction,

installation, maintenance and calibration of all electronic and computer-based systems required on a national basis.

#### TC 14

**Aircraft Search and Rescue Alert:** Transport Canada Aviation informs search and rescue operations of missing aircraft and alerts crash-equipment and ambulance supervisors, doctors and other emergency response personnel.

#### TC 15

**Aircraft Services:** the Aircraft Services Directorate provides operations, training, maintenance and project management services for fixed-wing aircraft and rotorcraft, of the Canadian Coast Guard and Aviation components of Transport Canada, and in special cases to other government departments and agencies.

#### TC 16

**International Aviation:** the International Aviation Branch co-ordinates Canada's contribution to the international civil aviation system, including policy and technical advice and analysis on international harmonization of standards and recommended practices (SARPs). The Branch also advises on procedures for air navigation services (PANS) through the International Civil Aviation Organization (ICAO), a United Nations Agency, and co-ordinates aviation relations between Transport Canada Aviation and the civil aviation authorities of other countries.

#### TC 17

**Commercial Development and Marketing Program:** the Commercial Development and Marketing Directorate of the Airports Group establishes policies, standards and guidelines for commercial development at airports. It is responsible for a national program integrating the development and promotion of airport products, services, facilities and revenue-generating contracts and initiatives. It also administers fees, charges and various customer-related programs concerning leasing arrangements at airports; the provision of ground transportation services; and other commercial matters requiring contact with provincial and municipal governments.

Inquiries: Ottawa/Hull (613) 998-5152.

### Airports Group (TC 18 – TC 23)

#### TC 18

**Local/Local-Commercial Airports Financial Assistance Program:** this program, under the direction of the Minister of Transport, provides financial assistance to planning and capital improvement projects for airports which are not privately owned and not owned by the federal government.

#### TC 19

**Airport Facilities:** the Safety and Technical Services Directorate of the Airports Group plans airport facilities and terminal systems and contributes to the safety and effectiveness of Airports Group establishments by providing engineering services, establishing

## Transport Canada (*continued*)

maintenance management procedures and systems, and providing technical data-management systems in support of the airport-cycle management process. Inquiries: Ottawa/Hull (613) 990-1424.

### TC 20

Airports Safety Services: the Airports Group maintains and enhances sound airport safety practices and procedures to reduce risk and to provide a safe environment for the travelling public, airport employees and the industry.

### TC 21

Emergency Response Services (ERS): at designated Canadian airports, Transport Canada firefighters provide a broad range of safety and security services. At the municipal level, the (ERS) program offers mutual-aid fire protection, cross-training of firefighters between municipal and industrial departments, disaster emergency planning and exercises, and fire protection education and tours. Inquiries: Ottawa/Hull (613) 990-3651.

### TC 22

Environmental Services: the Airports Group provides for the management of environmental resources at federal airports, including the environmental assessment of all projects and activities and a bird and wildlife hazard control program. Inquiries: Ottawa/Hull (613) 990-1401.

### TC 23

Airport Security Services: the Airports Group is responsible for the development and implementation of a national policing and security program. The Group's responsibility extends to the establishment of levels of service at civil airports in accordance with international obligations and national responsibilities to protect persons, aircraft and property, and to support and facilitate airport operations. Key elements of airport security include the development of plans and contingencies to respond to threats against civil aviation; the provision of security equipment for the protection of civil aviation; the development of systems and procedures such as the Canadian Airport Pass System for accessing restricted areas at airports; the effective policing of civil airports; the development and delivery of airport security training; and the management of a national security awareness program. Inquiries: National Capital Region (613) 990-3701.

## Security and Emergency Planning (TC 24)

### TC 24

Security of the National Transportation System: the Security and Emergency Planning Group is responsible for the security and emergency preparedness of the Department and of the national transportation system (aviation, marine and rail). Responsibility extends to transportation contingency planning in case of national emergencies or disasters. Key elements of transportation security include the development of transportation security legislation and standards, the

monitoring and enforcement of mandatory security measures, the co-ordination of national transportation security programs, training and security equipment research and development.

Inquiries: Ottawa/Hull Emergency calls (613) 995-9737; Security Policy, Planning and Legislative Programs and Regulations (613) 990-9619; Intelligence, Personnel Security and Security Training (613) 990-6309; Security Operations (613) 990-1076; Emergency Preparedness (613) 990-4039; Vancouver (604) 666-5656; Edmonton (403) 495-4920; Winnipeg (204) 983-0806; Toronto (416) 224-7843; Montreal (514) 633-3557; Dartmouth (902) 426-5666.

## Marine Group (TC 25 – TC 59)

### TC 25

Icebreaking: the Canadian Coast Guard provides ice information and icebreaking services for commercial shipping in Canadian waters.

### TC 26

Eastern Arctic Sealift: the Canadian Coast Guard operates the Eastern Arctic Sealift on behalf of the federal, provincial and Northwest Territories governments, the United States Air Force and commercial and private shippers, except in the District of Keewatin, which is served by the NUNASI and Inuit Development Corporation in conjunction with the Northern Transportation Company Ltd.

### TC 27

Canarctic: the federal government holds a controlling interest in the Canarctic Shipping Company, which operates the MV *Arctic*, an icebreaking cargo ship. The remaining shares in Canarctic are owned by North Water Navigation Limited. Canarctic's head office is in Ottawa and company operations are managed by the executive vice-president. The government's interest in the company is co-ordinated through the office of the Associate Deputy Minister/Commissioner of the Canadian Coast Guard.

### TC 28

Air-cushion Vehicles Licensing and Examination: the Canadian Coast Guard establishes standards for the design and construction of air-cushion vehicles. The Department also inspects and certifies air-cushion vehicles according to its own safety criteria. Air-cushion vehicle operators and maintenance engineers must be licensed by the Department.

### TC 29

Master and Seafarer Examinations: the Canadian Coast Guard awards certificates of competency for officers on ships registered in Canada and determines the service, training and examination requirements for masters, mates, engineers and crews.

### TC 30

Marine Emergency Duties Certificates: all seafarers are required to take a training course in marine firefighting, lifesaving equipment and survival at sea. Information





concerning the location of training schools and the type of qualifications necessary for employment at sea is available from the Department.

**TC 31**

Lake Ontario/St Lawrence River Water Levels: on behalf of the International Joint Commission, the Canadian Coast Guard assists in the control of water levels and outflows of Lake Ontario. This work is of importance to riparian, navigation and electric power companies on the lake and the downstream portion of the St Lawrence River.

**TC 32**

Marine Aids to Navigation: the Canadian Coast Guard fosters the safe and expeditious movement of marine traffic by providing short- and long-range aids to navigation. Short-range visual and aural aids to navigation include approximately 14 000 buoys and 6000 shore aids serving all major coastal and inland waters. Long-range radio aids include Loran C in both east and west coast waters and radio beacons serving both coasts and the Great Lakes. The Coast Guard provides information, chart amendments and associated nautical publications required by mariners for safe navigation.

**TC 33**

Maintenance and Development of Waterways: the Canadian Coast Guard undertakes sounding and dredging operations in commercial channels, including various Canada Ports Corporation ports and harbours. The Coast Guard builds and maintains certain structures required for main channels, such as breakwaters and river training structures. The Coast Guard also helps to protect shoreline property along commercial waterways against erosion caused by commercial navigation. The Coast Guard provides water-level forecasts in the St Lawrence River between Montreal and Quebec to aid planning operations of commercial shipping.

**TC 34**

Marine Cargo Inspection: the Canadian Coast Guard oversees the regulation carriage of marine cargoes and the construction of freight containers. Mandatory loading inspections of grain, mineral concentrates and timber deck cargoes are performed by port wardens.

**TC 35**

Ship Registration and Tonnage Measurement: the Canadian Coast Guard administers the recording of ships under construction and builders' mortgages, the registration of ships and marine mortgages, the registration of transfer of ownership (title) of ships or port of registry, the approval of ships' names, the tonnage measurements of ships, and the licensing of small vessels (boats). These programs are delivered in conjunction with Revenue Canada, Customs and Excise.

**TC 36**

Ship Safety Electrical Standards and Machinery Regulations: the Canadian Coast Guard is responsible for the standards and regulations governing the design

and construction of marine machinery, materials and equipment. It is also responsible for the approval of designs and for safety inspections on board ships.

**TC 37**

Ship Hull Standards and Regulations: the Canadian Coast Guard is responsible for the standards, regulations and certification of ships' hulls.

**TC 38**

Fishing Vessel Standards and Regulations: the Canadian Coast Guard is responsible for the standards and regulations governing the design and construction of fishing vessels, as well as the approval of designs and safety inspection and certification.

**TC 39**

Mobile Offshore Drilling Units Standards and Regulations: the Canadian Coast Guard is responsible for the standards and regulations covering the design, construction, operation and certification of Canadian-registered mobile offshore drilling units (MODUs). Under a Memorandum of Understanding with Environment Canada, the Coast Guard also inspects and issues certificates for foreign MODUs operating in Canadian jurisdiction.

**TC 40**

Ship Pollution Regulations: the Canadian Coast Guard administers and enforces regulations governing the discharge of oil, garbage and other pollutants from ships into Canadian waters and fishing zones.

**TC 41**

Small Vessel Regulations: the Canadian Coast Guard administers small vessel regulations, including the calculation of safe load and engine power ratings, the establishment of standards for small vessel construction, the issuance of boat construction compliance and capacity plates, the regulation of safety equipment for small vessels and the approval of lifejackets and personal flotation devices.

**TC 42**

Vessel Traffic Services (VTS): the Canadian Coast Guard promotes the safe and efficient movement of marine traffic through the Vessel Traffic Services Program which regulates vessel traffic in selected Canadian waters; screens vessels entering Canadian waters for defects and deficiencies and compliance with Canadian regulation through the mandatory Eastern Canada Traffic System (ECAREG), the voluntary Arctic Canada Traffic System (NORDREG) and Western Canada Traffic System (WESTREG); provides marine safety information through publications and broadcasts such as *Notices to Mariners*, *List of Lights and Fog Signals*, and *Notices to Shipping*; and supports other Canadian Coast Guard and government programs by providing pertinent information collected by VTS. There are 14 VTS centres operating in Canada 24 hours a day, all year around except for seasonal operation at the Iqaluit VTS Centre.

**TC 43**

Marine Accidents: the Canadian Coast Guard administers laws governing marine wrecks.

**Transport Canada** (*continued*)**TC 44**

Marine Navigational Safety: the Canadian Coast Guard is responsible for regulations and standards governing the safe navigation and conduct of ships. The Coast Guard provides information, chart amendments and associated nautical publications required by mariners for safe navigation. It also oversees the equipping of ships with navigational and radio equipment and the regulation of restricted waters.

**TC 45**

Marine Communications Service: the Canadian Coast Guard operates and maintains a radio station service to detect distress and other maritime safety incidents. Coast Guard radio stations broadcast maritime safety information including weather information and dangers to navigation. In addition, message traffic and radiotelephone calls are handled by the CGRS system on a cost-recovery basis.

**TC 46**

Search and Rescue Service: the Canadian Coast Guard maintains a marine search and rescue service to detect and respond to distress incidents originating on waters under Canadian jurisdiction as defined by the Canada Shipping Act and international agreements. The service also promotes safety awareness for small craft and operates a toll-free boating safety information line at 1-800-267-6687.

**TC 47**

Ship Electronic Equipment: the Canadian Coast Guard is responsible for regulations and standards governing the performance characteristics, inspection and installation of shipborne electronic equipment used for communication and navigation.

**TC 48**

Survival Equipment on Ships: the Canadian Coast Guard sets the standards for and inspects survival systems, lifesaving equipment and emergency safety procedures on passenger and commercial vessels and on marine offshore drilling units. It ensures safe working practices and inspects cargo-handling equipment on ships.

**TC 49**

Port Facilities: Transport Canada provides public facilities at approximately 389 locations for the berthing and servicing of vessels and the handling of cargo. Nine other harbours at Port Alberni, Nanaimo, Fraser River, North Fraser, Thunder Bay, Windsor, Hamilton, Toronto and Oshawa operate under autonomous harbour commissions and report directly to the Minister of Transport.

**TC 50**

Marine Transportation Regulations: diskettes, microfiches and a consolidated publication of the Canada Shipping Act and Regulations, including an amendment service, are available to the marine industry and the private sector.

**TC 51**

Construction in Navigable Waters: under the Navigable Waters Protection Act, various levels of government, commercial establishments or individuals wishing to construct works in navigable waters must apply for approval to the Canadian Coast Guard, Marine Navigation Services Directorate.

**TC 52**

Marine Emergencies: the Canadian Coast Guard develops and co-ordinates policies, contingency plans and management directives aimed at providing an effective response to marine environmental emergencies. The Environmental Response and Emergency Planning Branch of the Coast Guard maintains emergency response equipment depots at strategic locations across the country, and responds to marine spills of oil and other pollutants. The Branch also develops training programs, stages spill-response exercises and conducts research and development into all facets of marine environmental response operations. The Branch publishes a biweekly update of the Coast Guard's environmental response and emergency planning activities. In addition, it maintains an inventory of publications concerning training and other activities.

**TC 53**

Ship-source Oil Pollution Fund: a special fund in the Public Accounts of Canada, established under the Canada Shipping Act, the Ship-source Oil Pollution Fund (SOPF) is liable to pay claims for oil pollution damage or anticipated damage any place in Canada and in Canadian waters caused by the discharge of oil from any ship. In Arctic waters, the SOPF is only liable for spills from laden tankers.

Inquiries: Ship-source Oil Pollution Fund, 270 Albert Street, Suite 900, Ottawa, Ontario K1A 0N5 (613) 991-1727; Fax (613) 990-5423.

**TC 54**

Canadian Coast Guard College: the Coast Guard College is part of the Training Directorate of the Personnel Group, Transport Canada. The College provides basic training in navigation and marine engineering to future Coast Guard officers, and in-house training to Coast Guard employees. It also houses the Canadian Marine Training Assistance Program, which trains fleet personnel (officers and crew) for various Caribbean governments. College facilities are sometimes used by other federal government departments for meetings and in-house training.

Inquiries: Coast Guard regional offices or Canadian Coast Guard College, P.O. Box 4500, Sydney, Nova Scotia, B1P 6L1 (902) 564-3660.

**TC 55**

Pilotage Authorities: in accordance with the Pilotage Act, Canadian pilotage authorities ensure the safe and orderly passage of ships in waters designated as compulsory pilotage zones. They may, with approval of the Governor in Council, make regulations and prescribe tariffs. The four pilotage authorities, all Crown corporations, are the Atlantic Pilotage Authority, responsible for Canadian waters on the east coast and the Gulf of St Lawrence east of Chaleur Bay; the Laurentian Pilotage Authority, responsible for the Gulf of





St Lawrence west of Chaleur Bay and the St Lawrence River and connecting waters as far west as the entrance to the St Lawrence Seaway at Saint Lambert Lock; the Great Lakes Pilotage Authority, responsible for Canadian waters from Saint Lambert Lock to the head of the Great Lakes and for the Port of Churchill in Manitoba; and the Pacific Pilotage Authority, responsible for Canadian waters on the west coast. By regulation, Transport Canada's Marine Group establishes the minimum professional qualifications and standards for marine pilots. The Group also provides the necessary co-ordination with the pilotage authorities, pilot corporations, the marine industry, the United States Coast Guard and other interested parties.

#### TC 56

Central Registry of Seamen: the Registry contains names, dates and places of birth, records of vessels and periods of service for merchant seamen in the Canadian Merchant Navy. The records cover the period from 1939 to the present, including World War II and the Korean War. They are used by a variety of individuals and organizations requesting confirmation of sea service, such as veterans, next of kin, Veterans Affairs Canada, the Canadian Pension Commission, the Bureau of Pensions Advocates, Supply and Services Canada Superannuation, the Royal Canadian Legion and the Last Post Fund.

#### TC 57

Inspection and Certification of Canadian Ships: the Canadian Coast Guard is responsible for the construction, maintenance, crewing and equipping of ships in accordance with international conventions and domestic regulations. Control, records and statistical data on every inspected ship are maintained on the Ship Inspection and Reporting System (SIRS).

#### TC 58

Control of Foreign Ships Visiting Canadian Ports: the Canadian Coast Guard collaborates with 15 European administrations in maintaining a port state inspection system designed to ensure that foreign ships are in compliance with international conventions and are not a threat to persons required to work on board, to other vessels sharing the waters or to the environment.

#### TC 59

Occupational Safety and Health: the Canadian Coast Guard administers a program for the protection of the safety and health of crew members.

### Surface Group (TC 60 – TC 75)

#### TC 60

Dangerous Goods Regulations: regulations for handling, offering for transport and transporting dangerous goods throughout Canada, by any mode of transport, are the responsibility of the Surface Group, Transport Dangerous Goods Directorate. The Transportation of Dangerous Goods Regulations deal with such items as classification criteria for dangerous goods; requirements for labelling, placarding, documenting and packaging; and handling and in-transit storage of dangerous goods. The Directorate

is also involved in a number of awareness activities directed toward other levels of government, industry and the general public. These awareness activities include an instructional video, entitled "Response," dealing with dangerous goods emergencies in the road, rail, marine and air modes of transportation, and various publications.

Information: Ottawa/Hull (613) 994-4624 or see Part II, Addresses.

#### TC 61

Dangerous Goods Inspectors: dangerous goods inspectors are located in five regional offices and work closely with provincial highway inspectors and railway personnel to enforce the Transportation of Dangerous Goods Act, 1992 and Regulations. Inspections concerning the transportation of dangerous goods are conducted by several jurisdictions. The Surface Group, Transport Dangerous Goods Directorate does inspections for shippers, consignees and carriers of dangerous goods, for manufacturers of containers and packagings and for rail transportation. The Canadian Coast Guard, Ship Safety Branch carries out inspections for marine transportation; Transport Canada Aviation, Operations and Inspections Division looks after air transportation inspections; and provincial governments manage inspections for highway transportation.

#### TC 62

Remedial Measures Specialists (RMS): shippers, consignees, importers and carriers are, in some circumstances, required to file an emergency response assistance plan summary with the Directorate. Duties of remedial measures specialists include verifying emergency response assistance plans for which summaries have been filed, monitoring the implementation of verified emergency response plans at accident sites, attending transportation accidents involving dangerous goods and providing on-the-scene advice in co-operation with CANUTEC.

#### TC 63

CANUTEC: the Canadian Transport Emergency Centre (CANUTEC) is operated by the Transport Dangerous Goods Directorate of Transport Canada and is staffed by professional chemists on a 24-hour a day basis. CANUTEC provides immediate expert advice on the properties and hazards of dangerous goods to those who respond to dangerous goods emergencies and recommends remedial action, personal protective equipment and first aid procedures. CANUTEC also provides advice to industry and specialists in Canada and other countries as required.

#### TC 64

Railway Safety: under the Railway Safety Act, Transport Canada is responsible for the regulation and enforcement of safety on federally regulated railways in Canada. Funding is available for approved projects that improve railway safety.

#### TC 65

Railway Safety Monitoring: railway safety is monitored by the Surface Group, Railway Safety Directorate. Its duties include the inspection of equipment, railway operations, railway engineering and safety programs.

### Transport Canada (continued)

Railway safety inspectors enforce the Railway Safety Act and Regulations and are located at regional offices in New Westminster, Winnipeg, Toronto, Montreal, and Moncton, as well as in Surface Group headquarters in Ottawa.

#### TC 66

Motor Vehicles Defects: the Road Safety Directorate investigates alleged defects in the construction, design or function of motor vehicles or motor vehicle tires that may affect the safety of any person.

#### TC 67

The *Fuel Consumption Guide*: the Guide, prepared by the Road Safety Directorate, shows the fuel consumption ratings of new vehicles sold in Canada. The Directorate also responds to inquiries and public complaints about vehicle fuel economy.

#### TC 68

Motor Vehicle Safety Regulations: the Road Safety Directorate is responsible for developing and enforcing motor vehicle safety and emissions standards for imported or domestically manufactured motor vehicles. It also answers inquiries about safety standards for all types of on-road vehicles and is responsible for regulations concerning the private importation of motor vehicles.

#### TC 69

Motor Vehicle Tire Safety Regulations: the Road Safety Directorate enforces safety standards for imported or domestically manufactured motor vehicle tires. It also answers inquiries about safety standards for all types of on-road vehicle tires.

#### TC 70

Motor Vehicle and Tire Recall Registers: the Motor Vehicle Register lists motor vehicle recalls involving safety-related defects or non-compliance with Canadian motor vehicle safety standards.

#### TC 71

Child Restraints for Vehicles: the Road Safety Directorate is responsible for safety standards for motor vehicle child restraints and investigates complaints concerning their safety.

#### TC 72

National Information Network on Child Restraint Issues: under contract to Transport Canada, the Canadian Automobile Association provides information on child safety seats and tether anchorages, and on notices of defects. Parents, community groups and health professionals may take advantage of this information service; membership in the CAA is not required. Inquiries: Road Safety Directorate, Ottawa/Hull (613) 998-1978 or from CAA Member club offices across Canada (see your local phone book).

#### TC 73

Motor Vehicle Testing: the Motor Vehicle Test Centre in Blainville, Quebec, performs tests necessary for the enforcement of federal motor vehicle safety and fuel

economy standards. It offers a wide range of vehicle test facilities to government, industry and private research agencies.

#### TC 74

Importation of Motor Vehicles into Canada: the Road Safety Directorate provides information concerning the requirements for importing used vehicles from the United States under the terms of the Free Trade Act. Lists of vehicles eligible for importation are available. Inquiries: Ottawa/Hull (613) 998-2157; Fax (613) 998-4831.

#### TC 75

Multi-disciplinary Accident Investigation Teams: teams of investigators are located at various universities and technical institutes across Canada. They provide regional input to the Road Safety Directorate head office so that the general public can get information on complaints concerning motor vehicle safety problems and recalls.

Inquiries: Road Safety Directorate, Ottawa/Hull (613) 993-9851.

### Policy and Co-ordination Group (TC 76 – TC 91)

#### TC 76

Accessible Transportation Policy and Programs: Canada now has a National Strategy for the Integration of Persons with Disabilities. It is a five-year, \$158 million initiative to improve accessibility in the areas of education, communication, housing, recreation and transportation. It involves 12 federal departments and agencies, and is co-ordinated under the Secretary of State. Transport Canada's Accessible Transportation Policy and Programs Branch is backed by *Access for All*, which states, "accessible transportation is a right, not a privilege." Transport Canada has earmarked \$24.6 million for community and transportation industry groups who wish to improve accessibility. An application must be submitted to Transport Canada for funding under one of the 14 measures included in the program to improve accessibility in Canada's national transportation systems.

#### TC 77

Making Intercity Buses Accessible: federal funds totalling \$3.5 million are available to Canadian intercity bus operators to purchase or install lifts, devices and other features making buses more accessible. The funding formula provides up to 75 percent, or \$50 000 for the capital cost of improvement for each bus.

#### TC 78

Other Bus Transportation Initiatives: over \$1 million is available for three types of projects: testing and demonstrating a new accessible charter bus, developing new low-floor accessible urban buses suited to Canadian weather conditions and participating in the Canadian National Institute for the Blind's 75th anniversary bus tour across the country.



**TC 79**

**Air and Rail Boarding Systems:** funding of \$4.1 million is available to commercial air carriers and VIA Rail for the purchase of accessible boarding devices for rail and commuter aircraft. The funding formula is 75 percent, to a maximum of \$20 000 per lift.

**TC 80**

**Airport Ground Transportation:** airport taxi and shuttle bus operators may apply to the \$2.5 million program to receive funds for the purchase and installation of lifts and other accessibility devices. The funding formula provides up to \$20 000 for accessible features on airport taxis or limousines and up to \$50 000 for airport bus, coach or interterminal buses.

**TC 81**

**Accessible Vehicle Acquisition Program (AVAP):** under the National Strategy, funding for AVAP will triple to \$1.5 million. The program provides funds on a cost-shared basis to small communities wishing to buy accessible vans, minivans and minibuses for seniors and persons with disabilities. The funding formula provides up to \$20 000 for accessibility features on small vehicles, such as vans and minivans or up to \$50 000 for larger vehicles.

**TC 82**

**Accessible Rental Vehicles:** airport car rental companies can apply for federal grants for the purchase of hand controls for rental cars or for the purchase of accessible vehicles for clients with disabilities. A total of \$675 000 is available under a funding formula of 75 percent to a maximum of \$15 000 for the purchase of each accessible vehicle. A maximum of \$1000 is available for each hand control retrofit purchased.

**TC 83**

**Training and Outreach:** more than \$600 000 is available for employee training courses to improve services in all modes for seniors and passengers with disabilities. Outreach workshops will be held across the country to determine the travel needs of persons with disabilities. The workshops will focus on new programs and practices of accessible transportation. More than \$700 000 is being directed at implementing and improving mobility clubs in small communities across Canada.

**TC 84**

**Technology Transfer and Data Base:** the Technology Transfer Program will provide funds totalling \$2.9 million to carriers, operators and industry for the installation, testing and evaluation of small-scale, accessible transportation technologies. Continued development of the Transportation and Disability Data Base will provide information describing difficulties faced by persons with disabilities when travelling.

The Accessible Transportation Policy and Programs Branch hopes to establish working relationships with provincial and municipal levels of government and with industry to maximize the benefits of the program. More information about the program can be obtained through the following publications: *Access for All*, *Transport Canada's Policy on Accessible Transportation*, a brochure entitled *All Aboard* and the semi-annual *Mobility Plus Newsletter*. These

publications are also available in braille and on audio cassette. Program criteria and application forms are available.

Inquiries: toll-free 1-800-665-6478; for hearing-impaired people (613) 991-6412.

**TC 85**

**Transportation Development Centre (TDC):** the Centre is Transport Canada's chief research and development organization, furnishing the Department with expertise on transportation technology and innovation. TDC manages an average of 300 research and development projects each year, the majority of which are tendered to the private sector with the assistance of Supply and Services Canada.

TDC supports prototype development and test programs aimed at improving conventional transportation systems and undertakes research in new technology. The Centre sponsors field testing and evaluation of innovative concepts and encourages projects aimed at improving the safety, efficiency, reliability and accessibility of the Canadian transportation system.

TDC's project officers distribute the Centre's findings to the transportation community through project reports, publications in scientific and professional journals, and participation in scientific symposia and conferences.

Technology transfer is also promoted through articles in trade journals; publication and distribution of a biennial project directory; participation in numerous provincial and national associations involved in transportation research and development; and collaboration on research projects with industry and other levels of government.

Proposals for research and development projects can be made directly to TDC (prior inquiry recommended).

Inquiries: Transportation Development Centre, Guy Favreau Complex, 200 René Lévesque Boulevard West, West Tower, Suite 601, Montreal, Quebec, H2Z 1X4 (514) 283-0000.

**TC 86**

**Ferry Services:** the Marine Policy and Programs Directorate subsidizes these year-round Marine Atlantic passenger and vehicle ferry services: North Sydney (NS) to Port aux Basques (Nfld), Cape Tormentine (NB) to Borden (PEI), Digby (NS) to Bar Harbor (Maine). The Directorate also subsidizes seasonal ferry services between North Sydney (NS) and Argentia (Nfld), coastal passenger and freight services for Newfoundland and Labrador, and a passenger and vehicle service between Lewisporte and Goose Bay (Nfld).

In addition, the Directorate subsidizes these privately owned seasonal passenger and vehicle ferry services: St Barbe (Nfld) to Blanc Sabon (Que), Wood Islands (PEI) to Caribou (NS), and Souris (PEI) to îles-de-la-Madeleine (Que). The Directorate provides a fixed annual subsidy for the year-round service between Black's Harbour and Grand Manan (NB), and subsidizes a passenger and freight service between Jackson's Arm and Great Harbour Deep (Nfld) during the ice-free season.

The Directorate also administers an annual grant to the province of British Columbia to assist in the provision of ferry and coastal freight and passenger services in that province.

**Transport Canada (continued)****TC 87**

Direct Aviation Activity Forecasting Models: the Department maintains a set of models for the purpose of forecasting future levels of direct aviation activity for the Canadian Civil Aviation System. These models provide the Ministry with forecasts for aviation traffic including passenger, cargo and aircraft movements at individual airports and for the whole country.

**TC 88**

Railway Policy and Programs: the Railway Policy and Programs Branch is responsible for policy development and analysis of surface passenger and rail freight transportation in Canada. This involves the development and administration of rail passenger legislation and regulations including the review of high-speed rail service, as well as the setting of federal policies and programs for intercity bus and urban transportation. The Branch reviews and administers a variety of programs including the provision of operating and capital subsidies to VIA Rail Canada and a program of labour assistance.

The Branch monitors, evaluates and advises on policy provisions, issues and needs in the following areas: shipper access to railway freight services; railway capacity, efficiency and effectiveness; railway commercial viability and competitiveness; rail network rationalization; and other rail freight topics, including technology applications and intermodalism. The Branch also undertakes or participates in studies on a wide range of topics, including railway electrification, railway joint track usage, truck-rail competition, environmental and economic concerns, and the development of surface freight transportation strategies.

The Branch develops and pursues departmental objectives relating to grain transportation and handling, Canadian government railways, short-term or emergency requirements respecting rail freight facilities and services, railway labour relations issues or disputes, contribution agreements for alternative transportation facilities, use or abandonment of rights-of-way and other railway properties, and specific problems related to capacity or system costs. The Branch develops and administers specific rail freight programs, projects and studies on issues such as abandonment of the Newfoundland railway, branch line rationalization proposals, rail/port access, short-line railways and road/rail projects. The Branch monitors, evaluates and advises on railway grants and contribution programs, and on regulations made under the Western Grain Transportation Act.

**TC 89**

Grain Transportation Co-ordination: the Grain Transportation Administrator co-ordinates and allocates grain cars to the Canadian Wheat Board and to the grain industry. The Administrator also facilitates the movement of grain and ensures the efficiency of the grain transportation system. Under the System Improvement Reserve Program, the Administrator funds innovative alternatives to branch lines.

**TC 90**

Highway Policy and Programs: Transport Canada assists financially in the operation of certain federal highway facilities and in the construction of provincial highways in accordance with regional development agreements. Its objective is to stimulate economic development in depressed regions by helping provinces build efficient highway networks.

**TC 91**

Motor Carrier Policy and Programs: the Motor Carrier Policy and Programs Branch is responsible for policy development and analysis of motor carrier transportation in Canada. It develops and administers economic and safety legislation and regulations for its operations and administers related contribution programs to assist the provinces with administration of federal regulations and to promote safety, stability and productivity in the industry.

**Telefilm Canada (TFC)****Head Office**

National Bank of Canada Tower, 14th Floor  
600 De la Gauchetière Street West  
Montreal, Quebec  
H3B 4L8

Information: Montreal (514) 283-6363; regional offices: see Part II, Addresses.

International offices: Los Angeles (310) 859-0268, 9350 Wilshire Boulevard, Suite 400, Beverly Hills, California, USA 90212; Paris (1) 45.63.70.45, 15 De Berri Street, 75008 Paris, France; London (71) 437-8308, 22 Kingly Court, West Soho, London, England W1R 5LE.

**Minister responsible:**

Minister of Communications

Telefilm Canada is a Crown corporation with a mandate to develop Canada's film, television and video industry. Its goal is to strengthen the competitive position of Canadian films, television programs and videos, as well as to raise the export profile of Canadian companies and assist them in developing marketing and promotion strategies.

**TFC 1**

Funds: Telefilm Canada provides support, as a partner, to the private sector for the production of film and broadcast material, either in the form of investment funds or through a variety of resources at Telefilm's disposal. Support is available at all stages of the process – screenplay development to final production and beyond to the distribution and marketing of the finished product in Canada and abroad. The Corporation also co-ordinates Canada's participation in international festivals.

Telefilm's funds include the Canadian Broadcast Program Development Fund, the Feature Film Fund, the Feature Film Distribution Fund, the Interim



Financing Fund, the Versioning Assistance Fund, the Canadian Production Marketing Assistance Fund, the Industrial and Professional Development Fund, the Grants to Canadian Film and Video Festivals Fund, the Scriptwriting Assistance Fund, the US Foreign Launch Fund, Production Revenue-Sharing Program and funding for closed captioning for people with hearing impairments.

Telefilm Canada has published a series of bilingual brochures, for the benefit of its clientele, describing the policies and procedures with respect to its funding programs. These brochures and other information are available from all of Telefilm's offices in Canada and abroad.

## TFC 2

Official Co-productions, Co-ventures, Production Packages and Twinning Arrangements with Canada: Telefilm Canada is responsible for managing the co-production agreements for film or television programs signed by Canada with foreign countries, including: Algeria, Argentina, Australia, Belgium, China, Czechoslovakia, France, Germany, Hong Kong, Hungary, Ireland, Israël, Italy, Mexico, Morocco, the Netherlands, New Zealand, Romania, Spain, the Commonwealth of Independent States (formerly the Soviet Union), Switzerland, the United Kingdom and Yugoslavia. Among other provisions, the agreements stipulate that a co-production is treated exactly like a domestic production in each of the partner countries.



## Transportation Safety Board of Canada (TSB)

Head Office  
Place de Centre, 4th Floor  
200 Promenade du Portage  
Hull, Quebec  
(Mail: P O Box 9120, Alta Vista Terminal  
Ottawa, Ontario  
K1G 3T8)

Information: Ottawa/Hull (819) 994-3741; regional offices, see Part II, Addresses.

Minister responsible:  
President of the Queen's Privy Council for Canada

The Transportation Safety Board of Canada (TSB) is an independent agency operating under its own Act of Parliament, the Canadian Transportation Accident Investigation and Safety Board Act. Its object is the advancement of transportation safety in the marine, rail, commodity pipeline and aviation modes of transport.

## TSB 1

Transportation Occurrence Investigations: the Board investigates occurrences, makes findings, identifies safety deficiencies, conducts safety studies, makes recommendations designed to prevent further occurrences and reports publicly on its investigations, public inquiries and related findings.

It is not the function of the Board to assign fault or determine civil or criminal liability. However, in making its findings about a transportation occurrence, the Board will not refrain from fully reporting on the causes and contributing factors merely because fault or liability might be inferred from those findings.

## TSB 2

Confidential Aviation Safety Reporting Program (CASRP): this program allows everyone involved in aviation to improve aviation safety by voluntarily reporting, in strict confidence, their safety concerns or personal experiences.



## Veterans Affairs Canada (VAC)

The Veterans Portfolio is composed of the Department of Veterans Affairs and three associated agencies: the Bureau of Pensions Advocates, the Canadian Pension Commission and the Veterans Appeal Board.

Minister responsible:  
Minister of Veterans Affairs

The Minister of Veterans Affairs is also the Canadian agent for the Commonwealth War Graves Commission.

## Department of Veterans Affairs (VAC 1)

Head Office  
Daniel J MacDonald Building  
161 Grafton Street  
(P O Box 7700)  
Charlottetown, Prince Edward Island  
C1A 8M9

Information: Charlottetown (902) 566-8457; Ottawa/Hull (613) 992-4234.

The Department provides support for the economic, social, mental and physical well-being of veterans, certain civilians and their dependants.

## VAC 1

Lost War Medals and Decorations: veterans of World Wars I and II who have lost medals or decorations can buy replacements through application to the Department. The veteran's regimental number and full signature are necessary on the application.

## Veterans Services Branch (VAC 2 – VAC 3)

Daniel J MacDonald Building, 4th Floor  
161 Grafton Street  
(P O Box 7700)  
Charlottetown, Prince Edward Island  
C1A 8M9

Information: Charlottetown (902) 566-8089; other offices see Part II, Addresses.

**Veterans Affairs Canada (continued)****VAC 2**

Veterans Services: this Branch provides benefits to eligible veterans, their dependants and survivors. Services include medical and dental care, provision of prosthetic appliances, income support programs, emergency financial assistance and counselling, educational assistance for veterans and orphans and burial grants for veterans. Further assistance is available under the Veterans Independence Program to enable eligible veterans to continue to live independently and comfortably in their own homes.

**VAC 3**

Army Benevolent Fund: this fund provides a one-time grant of up to \$300 to army veterans who served between 1939 and 1946 and who are experiencing financial hardship and cannot get help through veterans' legislation or other social services. The Army Benevolent Fund also administers the Canadian Army Welfare Fund, which provides one-time grants of last resort of up to \$500 to veterans who served between 1946 and 1968, and the Canadian Forces Personnel Assistance Fund, which will provide loans of last resort to former or current members of the Canadian Forces.

**Bureau of Pensions Advocates (VAC 4)**

Head Office  
Daniel J MacDonald Building, 2nd Floor  
161 Grafton Street  
(P O Box 7700)  
Charlottetown, Prince Edward Island  
C1A 8M9

Information: Charlottetown (902) 566-8641 or nearest district office see Part II, Addresses.

**VAC 4**

Legal Assistance: the Bureau of Pensions Advocates provides free legal service to applicants and pensioners in accordance with the Pension Act and related statutes and orders. This service includes counselling and the preparation and presentation of claims to adjudicating bodies, the Canadian Pension Commission and the Veterans Appeal Board.

**Canadian Pension Commission (VAC 5)**

Head Office  
Daniel J MacDonald Building, 2nd Floor  
161 Grafton Street  
(P O Box 9900)  
Charlottetown, Prince Edward Island  
C1A 8V6

Information: Charlottetown (902) 566-8851 or 566-8869, or nearest district office see Part II, Addresses.

**VAC 5**

Pensions: the Canadian Pension Commission administers pensions granted as compensation for disability or death related to military service and as compensation to former prisoners of war.

**Veterans Appeal Board (VAC 6)**

Head Office  
Daniel J MacDonald Building  
161 Grafton Street  
(P O Box 7700)  
Charlottetown, Prince Edward Island  
C1A 8M9

Information: Charlottetown (902) 566-8620.

**VAC 6**

Appeals/Pension and Allowance: the Veterans Appeal Board acts as a court of appeal for allowance and pension applicants and recipients. The Board makes its decisions based on specific sections of enabling legislation. It also interprets pertinent acts and regulations and advises the Minister of Veterans Affairs on such regulations.

**Commonwealth War Graves Commission (VAC 7)**

Canadian Agency  
66 Slater Street  
Ottawa, Ontario  
K1A 0P4

Information: Ottawa/Hull (613) 992-3224.

**VAC 7**

Commonwealth War Graves and Memorials: this Commission marks and maintains the graves of members of the Commonwealth Forces who died in the two World Wars; builds memorials to those whose graves are unknown; and keeps records and registers. The Canadian agency carries out these duties in North America. It also provides information to the public on the location of Commonwealth war graves and memorials throughout the world.

**VIA Rail Canada (VIA)**

Head Office  
2 Place Ville Marie  
Montreal, Quebec  
H3B 2C9

Information: Montreal (514) 871-6000; regional offices see Part II, Addresses.

Minister responsible:  
Minister of Transport

**VIA 1**

This Corporation manages all rail passenger services in Canada. Its coast-to-coast network links several hundred communities with services ranging from transcontinental trains to the fast intercity trains in parts of Eastern Canada. VIA's fleet of rolling stock includes conventional trains (locomotives, coaches, sleeping cars, dining cars) and the modern LRC (light, rapid,



comfortable) trains. The Corporation also owns and operates station and maintenance facilities across the country and negotiates contracts with CN and CP Rail for the use of their tracks. Management is centralized at Montreal headquarters, and field operations are handled from four major centres (Halifax, Montreal, Toronto, Winnipeg).



## Western Economic Diversification Canada (WD)

Head Office  
Canada Place, Suite 1500  
9700 Jasper Avenue  
Edmonton, Alberta  
T5J 4H7

Information: Head Office, Edmonton (403) 495-4164;  
Ottawa Liaison Office (613) 952-9378; regional offices  
see Part II, Addresses.

Minister responsible:  
Minister, Western Economic Diversification Canada

The Department is responsible for federal economic activities in Western Canada, particularly those aimed at developing new products, markets and technology. The essential requirement that determines the acceptability of proposals is the contribution each project or activity would make to the diversification of the western economy.

### WD 1

Co-ordination of Business Development: Western Economic Diversification facilitates the creation of new enterprises and businesses consistent with federal international trade policy. It represents Western Canadian interests in the development of national policies and the design of national programs, and ensures that Western Canada is effectively linked with decision making in Ottawa.

### WD 2

The Western Diversification Program: this program assists projects of strategic importance to the West. Repayable funding is given to projects that would not proceed without support from the Department. Service and resource-related industries, non-profit business organizations and private-sector companies are eligible for funding where they meet the diversification criteria of new products, new markets, new technology, import replacements and improved industry-wide technology.

### WD 3

International Competitiveness: the Department has two programs aimed at strengthening the competitiveness of Western Canadian companies in international markets: the Quality Assurance Assistance Program (QAAP) and International Marketing Initiative (IMI). The QAAP helps business gain access to export markets by attaining the quality control systems needed to meet stringent international standards. Assistance can cover a range of costs including consulting services, labour, equipment, training and testing. The IMI is designed to assist companies in developing new export markets by participation in international marketing events. It helps with direct costs such as travel, shipping, rental of display or booth space, labour and demonstration or display materials.









# ***Special Operating Agencies***

Special Operating Agencies (SOA) have been created by the Government of Canada to offer operational flexibility to public service managers in exchange for high performance levels and results. They operate under a tailor-made, written agreement with their home department. It covers three elements: the results and service levels expected, what administrative rules will be waived and what resources they will have to do the job.

The agencies remain part of their departmental organization, their employees continue as public servants and union representation stays intact.

SOAs were created in response to a PS 2000 view that the public service must be able to achieve a new balance between the philosophy of control and risk avoidance, and the desire to encourage innovation and promote initiative. The SOAs are treated "specially" where managers and employees have greater latitude to provide quality service.





## Consulting and Audit Canada (CAC)

Head Office  
112 Kent Street, Tower B  
Ottawa, Ontario  
K1A 0S5

General Information: Ottawa/Hull (613) 996-0188.

Minister responsible:  
Minister of Supply and Services

Consulting and Audit Canada is a Special Operating Agency established in 1989 from a merger of the former Audit Services Bureau and the former Bureau of Management Consulting. It provides management consulting, audit and related services on a competitive, businesslike basis to all federal departments, agencies, boards, commissions and Crown corporations as well as to provincial and foreign governments and international organizations. These services support government and management priorities, needs and initiatives, leading to improved public sector management, operations and administration. CAC has a staff of over 400, located in offices across Canada.

### CAC 1

**Audit and Consulting Services:** these services are provided on request, on a fee-for-service basis. Audit services include a full range of comprehensive audit components (compliance, attest and value-for-money) appropriate to the particular demands of each type of program – financial, contract, contribution, internal audit, information management, human resource management, environmental management and others. Audit-related services include audit policy, program and methodology development, auditor training and development programs, development of audit infrastructure and special audit advisory services, such as investigations of suspected fraud.

### CAC 2

**Management Consulting Services:** these services include human resource management, organizational effectiveness, information management, environmental management, program management, quantitative analysis, financial management, project management, evaluation and review, SOA services, business planning and innovative government management services.

### CAC 3

**OPTIMUM: The Journal of Public Sector Management:** this quarterly publication carries a wide variety of articles and materials on public sector management issues and developments. The Agency also sponsors and hosts special publications and events concerned with major government initiatives and developments in public management.



## Canada Communication Group (CCG)

Head Office  
45 Sacré Coeur Boulevard  
Hull, Quebec  
(Mail: Ottawa, Ontario K1A 0S9)

Information: Ottawa/Hull (819) 956-4800.

Minister responsible:  
Minister of Supply and Services

The Canada Communication Group is a Special Operating Agency that serves the needs of busy government communicators. Staff include communications consultants and planners, film and video producers, exhibit designers, writers, graphic artists, printing craftspeople, publishers and distribution experts.

### CCG 1

**Government Business Opportunities:** this is the Canadian government publication which announces upcoming procurements. It is the only written source of information on thousands of federal procurement opportunities affected by the Canada – US Free Trade Agreement (FTA), the General Agreement on Tariff and Trade (GATT) and open bidding notices. The publication includes resulting GATT/FTA contracts award notices, the general contracts awarded by the Agency through open bidding and those based on the supplier's lists, information pertaining to international government procurement opportunities and international projects under study, as well as US government procurement opportunities open to Canadian suppliers extracted from the US publication *Commerce Business Daily*. As well, *Government Business Opportunities* includes miscellaneous announcements of national and international interest to the supplier community and articles which can broaden their knowledge of national and international markets. A list of addresses for bidders to send bids to and of customers' addresses is also provided. The publication appears three times a week and is available on an annual subscription basis through the Canada Communication Group, Publishing. Inquiries: Ottawa/Hull (819) 997-1988.

### CCG 2

**Exposition Services:** the Professional Services Division provides a full range of exhibit products and services, including project management, creative consultation and design, scheduling and estimating, research and recruitment of participants for trade fairs. Exposition Services also manages Canada's presence at a world's fair. Clients receive a total package of professional consultation and quality control. Inquiries: Ottawa/Hull (613) 993-5313.

### CCG 3

**Communications/Contract Management:** the Professional Services Division provides contract management for advertising services, public relations, expositions, public opinion research and related communications services. Contract Management can



### Canada Communication Group (continued)

function as a single contact point to simplify tracking of requisitions, contracts and payments. It offers the benefits of mass purchasing and in-depth knowledge of industry trends, practices, rates and suppliers. Professional Services also prepares the *Communications Sourcing Guide: Writing and Editing*.

#### CCG 4

Professional Communications Research and Analysis, Planning and Implementation Services: Professional Services offers full communications support, from communications planning through to evaluation. Inquiries: Ottawa/Hull (613) 993-5313.

#### CCG 5

Audiovisual and Multimedia Centre: the Professional Services Division offers procurement and project management assistance for film, video and audio-visual related services as well as for imaging, photo and signage services. These services include the delivery of high-quality audio-visual products and the preparation and monitoring of contracts and agreements with the private sector for motion picture films, videotapes, videodiscs, sound-slide shows, film strips and multimedia packages, including distribution. The Division also offers practical field research to assist clients with special photographic needs such as imaging, image retrieval and a photo assignment resource group available on short notice for photographic requirements anywhere in Canada.

#### CCG 6

Conference and Special Event Services: Conference Services provides conference planning from the initial concept to final evaluation with careful attention to liaison with other government departments in security, protocol, health, translation, transportation and customs. Professional Services also offers detailed financial and progress reports and on-site trouble-shooting. Inquiries: Ottawa/Hull (613) 956-5313.

#### CCG 7

Creative Services: Professional Services offers creative services for government clients with a communication project that needs someone to help develop the concept. Creative Services offers communication consultation, design services, writing and editing for all communication publications and project management from concept to finished product. Inquiries: Ottawa/Hull (613) 993-5313.

#### CCG 8

Research and Planning Services: Professional Services helps clients do everything from identifying their audience to selecting the most useful communication tools and messages. The Division offers project assessment and evaluation, distribution strategies, environmental analysis and survey development. Inquiries: Ottawa/Hull (613) 993-5313.

#### CCG 9

Signage Services: Signage Services produces standard and customized signs for government departments through qualified private sector designers, fabricators and consultants. Products include exterior and interior signs, secondary signs, operational signs, decals, directory boards, nameplates and much more. Inquiries: Ottawa/Hull (613) 993-5313.

#### CCG 10

Photographic Services: Photographic Services of the Professional Services Division provides design and installation of photographic displays as well as a complete range of photo lab services through approved suppliers. Professional Services' photographs are used by government clients in publications, expositions, calendars, advertising and posters among other items. Inquiries: Ottawa/Hull (613) 993-1193.

#### CCG 11

Warehousing and Distribution: warehousing and distribution services are provided for free publications, in print or electronic form, as well as for various promotional products. Services include inventory management, mailing list management, electronic data support, order processing, customer service, order fulfilment, mass distribution, warehousing and "pick and pack" distribution. Inquiries: Ottawa/Hull (819) 994-2172.

#### CCG 12

Publishing Services: Publishing Division develops, publishes, markets and distributes the publications of federal departments and agencies, both in Canada and abroad. These publications may be viewed at depository libraries in Canada and are also sold through bookstores associated with the Publishing Division. Inquiries: Ottawa/Hull (819) 956-1556.

#### CCG 13

Depository Libraries: the Depository Services Program enables designated libraries across Canada to obtain Government of Canada publications free of charge. Full depository libraries automatically receive one free copy of all publications appearing in the *Weekly Checklist of Canadian Government Publications* (a listing of parliamentary and departmental publications that have been released during the week by the Publishing Division). Selective depository libraries are entitled to receive, upon request, one free copy of any title in that listing. Inquiries: Ottawa/Hull (819) 956-2649.

#### CCG 14

Printing Services: Printing Services is responsible for supplying Parliament as well as federal government departments and agencies with a wide range of printing and graphic arts services. These are supplied through Printing Services' facilities in the National Capital Region, as well as through its regional facilities and commercial suppliers. Inquiries: Ottawa/Hull (819) 99-Print.

#### CCG 15

The Automated Printing Network (APN): this technical innovation provides rapid delivery of client documents between 100 CCG printing plants throughout Canada.





Using the APN, a client can have an electronic document sent to any APN site for printing and distribution. The network brings CCG print plants, physically hundreds of miles apart, as close as a computer keyboard.

Inquiries: Ottawa/Hull (613) 941-5412.

#### CCG 16

*Canada Gazette*: the *Canada Gazette* is published in English and French and is sold individually and by subscription. Part I, published every Saturday, contains general notices, proclamations, orders-in-council and various other classes of statutory notices that federal statute or regulation requires to be published. Part II, published every second Wednesday, contains statutory regulations and other classes of statutory instruments and documents. Part III contains the public acts of Parliament and their enactment proclamations; it is published as necessary as soon as possible after Royal Assent.

Inquiries: Ottawa/Hull (819) 956-1599.

#### CCG 17

ISBN/Federal Publications: Canada Communication Group, Publishing, assigns international standard book numbers (ISBN) to all books published by the federal government.

Inquiries: Ottawa/Hull (819) 956-1599.

#### CCG 18

Enquiries Canada: The Professional Services Division of the Canada Communication Group manages Enquiries Canada which includes Reference Canada, Special Projects 1-800 and the *Guide to Federal Programs and Services*. Reference Canada is a national bilingual toll-free telephone referral service to help the public find answers to questions concerning the federal government. Special Projects 1-800 tailors up-to-the-minute telecommunications technology to a client's needs. The *Guide to Federal Programs and Services* is a reference source containing descriptions of the programs and services of federal departments, agencies and Crown corporations. It also lists the addresses and phone numbers of local, district and regional government offices.

Inquiries: Ottawa/Hull (613) 941-3306.



### Canadian Grain Commission (CGC)

Head Office  
303 Main Street, Suite 600  
Winnipeg, Manitoba  
R3C 3G8

Information: Winnipeg (204) 983-2770; regional offices see Part II, Addresses.

Minister responsible:  
Minister of State (Grains and Oilseeds)

#### CGC 1

The Canadian Grain Commission became a Special Operating Agency of the federal government in July 1992. Established in 1912 by the Canada Grain Act, the Commission has two main activities: the regulation of grain handling in Canada and the establishment and maintenance of standards of quality for Canadian grains. The Inspection Division maintains quality control of Canadian grains as they move through the handling system. It officially inspects grain at licensed terminal and transfer elevators and supervises and controls the treatment of grain.

The Weighing Division supervises weighing of grain at licensed terminal and transfer elevators and ensures that all grain is accounted for during shipment. It audits physical elevator stocks at regular intervals and investigates excessive overages and shortages in grain receipts or shipments.

The Grain Research Laboratory assesses the quality of plant breeders' new lines, the annual harvest and commercial grain shipments; conducts basic and applied research on Canadian grains and oilseeds; and supplies technical assistance to marketers of Canadian grains and oilseeds.

The Economics and Statistics Division provides documentation to terminal and transfer elevators, conducts economic studies for the Commission and publishes statistics. It issues grain dealer and elevator licences and monitors security provisions related to licensees. It also administers the allocation of rail cars to producers who apply for this service.



### Canadian General Standards Board (CGSB)

222 Queen Street, 14th Floor  
Ottawa, Ontario  
K1A 1G6

Information: Ottawa/Hull (613) 941-8700; Fax  
(613) 941-8706.

Minister responsible:  
Minister of Supply and Services

The Canadian General Standards Board is accredited by the Standards Council of Canada as a national standards-writing organization as well as a national certification organization. It was designated a Special Operating Agency (SOA) in April 1992.

#### CGSB 1

Standards: the Board regularly develops new standards, revises existing ones and manages listing programs that assess conformance to standards of products, services and quality management systems. The standards and listing programs are used by the three levels of government and the private sector for procurement, legislation and other purposes. Standards are developed through a consensus process, with the

**Canadian General Standards Board** *(continued)*

participation of manufacturers, business associations, consumers and research and testing bodies. The listing process, which involves CGSB as an independent third party, permits suppliers to demonstrate the ability of their products, services and quality management systems to conform to the requirements of specific national and international standards.

**CGSB 2**

Sales and Marketing: the Board sells and distributes publications including more than 1500 standards available in both official languages, 175 lists of certified and approved products, an annual catalogue of standards, an index of all Canadian General Standards Board publications and a quarterly review that includes notices of courses and promotes standardization services.

Inquiries: Ottawa/Hull (613) 941-8703/4; Fax (613) 941-8705.

**Canadian Heritage Information Network (CHIN)**

Head Office  
Communications Canada  
365 Laurier Avenue West, 12th Floor  
Ottawa, Ontario  
K1A 0C8

Information: Ottawa/Hull (613) 992-3333; Fax (613) 952-2318.

Minister responsible:  
Minister of Communications

The Canadian Heritage Information Network (CHIN) is a unique program of Communications Canada. It was developed to establish a comprehensive inventory of Canadian museum collections and to provide collections management services to Canadian institutions. CHIN combines advanced computer technology and a national telecommunications network to link museums.

CHIN offers access to two national data bases documenting the collections of Canadian museums, which both network users and the public can use for research, planning exhibitions and locating artifacts. CHIN also provides access to specialized reference data bases containing a wide range of information relating to humanities, natural sciences, stolen artifacts, heritage conservation and historical sites. The service is provided to the Canadian museum community at no charge. A fee may apply to other users. It offers advice on information standards, electronic mail service and specialized training.

**CHIN 1**

CHIN Research Fellowship Program: the program provides the opportunity for advanced studies for experienced museum professionals who wish to make a contribution to the field of information sharing in the museum community. Fellowships may be up to one year in duration. Each fellow provides professional services resulting in a tangible product, such as a report, a data base, a thesaurus or an authority list, which remains the property of the Crown.

**CHIN 2**

Technology Assessment Centre (TAC): the Centre provides an environment for the study, analysis and assessment of new technologies in the museum environment. It ensures that museums have the tools, systems and applications to meet their information management needs; co-ordinates the development of standards for museum information management systems; provides information on these standards; transfers technology from the TAC to the CHIN network of museums and to the museum community at large; develops system design criteria; and acquires and tests systems in order to advise museums on the compliance of these systems with the standards.

**CORCAN (CORC)**

Sir Wilfrid Laurier Building  
340 Laurier Avenue West  
Ottawa, Ontario  
K1A 0P9

Information: Ottawa/Hull (613) 923-0701 or for customer service, call toll-free at 1-800-267-0354.

Minister responsible:  
Solicitor General of Canada

CORCAN is a Special Operating Agency (SOA) within the Correctional Service of Canada (CSC) and is responsible for work training in industrial and farm programs within federal penitentiaries. CORCAN received Special Operating Agency status 1 April 1992. Traditionally, CORCAN has marketed its products and services to federal, provincial and municipal governments and to various not-for-profit organizations. However, with its new status, the Agency can enter into contracts with private sector organizations (for example, with companies wanting to produce products not currently manufactured in Canada).

**CORC 1**

Industrial Operations: in addition to its institutional operations, CORCAN operates warehouses employing offenders on work release or parole, as well as a few community-based industries, normally in conjunction with a non-profit organization. CORCAN and its logo are registered trademarks which identify goods and services produced by offenders. A diverse range of products is generated by the program. Offenders manufacture such goods as office and reception



furniture, metal products and clothing for inmates. As well, they offer services such as repair and refurbishing, custom fabrication, printing, microfilming, telemarketing and distribution. In the agricultural sector, products include food commodities used in Correctional Service of Canada kitchens, ornamental plants and grounds-keeping services. Also available are environmental services such as tree planting, park development and forestry operations. Inquiries: see Part II, Addresses.



## Canadian Pari-Mutuel Agency (CPMA)

Head Office  
P O Box 5904, Station F  
Ottawa, Ontario  
K2C 3X7

Information: Ottawa/Hull (613) 998-4922; Fax (613) 952-7466.

Minister responsible:  
Minister of Agriculture

The Canadian Pari-Mutuel Agency became a Special Operating Agency in November 1992. Before that date, it was a division of Agriculture Canada (AGR), the Race Track Division of the Food Production and Inspection Branch.

### CPMA 1

The Canadian Pari-Mutuel Agency protects the wagering public against fraudulent practices by ensuring the integrity of pari-mutuel betting on horse racing. The Agency conducts daily on-site auditing of betting activities and provides photo-finish, video race surveillance and equine drug-control services. It also performs extensive research relating to the use of drugs in race horses.



## Passport Office (PO)

Head Office  
Place de Centre, 6th Floor  
200 Promenade du Portage  
Hull, Quebec  
(Mail: Ottawa, Ontario, K1A 0G3)

Information: Ottawa/Hull (819) 994-3560; for area codes 416, 418, 506, 514, 519, 613, 705, 819, 902 call toll-free 1-800-567-6844; for area codes 204, 306, 403, 604, 709, 807 call toll-free 1-800-567-6868; for hearing-impaired people (819) 994-3560; for regional offices see Part II, Addresses.

Minister responsible:  
Secretary of State for External Affairs

### PO 1

The Passport Office is a Special Operating Agency of External Affairs and International Trade Canada. Canadian citizens may apply for a passport through the mail or in person at one of 25 regional passport offices located across Canada. Applicants residing in a city where a passport office is located are requested to submit their application in person. Applicants residing in a city where there is no passport office may mail their application to the Passport Office, External Affairs and International Trade Canada, Ottawa, Canada, K1A 0G3. Passport applications are available at passport offices, post offices and most travel agents. All requirements for obtaining a Canadian passport are outlined on the application form. The fee for a Canadian passport is \$35.00. Normal processing time is five working days for applications presented in person and two weeks following receipt of the application for applications received through the mail. Passports are valid for five years and are not renewable.









*Part II*  
**Federal Government  
Offices Throughout  
Canada**









## Federal Offices across Canada

Note: addresses are sorted first by department, then by province and then by city.

---

### Atlantic Canada Opportunities Agency (ACOA)

---

#### NEW BRUNSWICK

##### Bathurst

##### **Northeast New Brunswick District Office**

270 Douglas Avenue  
Post Office Box 700  
E2A 3Z6  
(506) 548-7420

##### Fredericton

570 Queen Street, 3rd Floor  
Post Office Box 578  
E3B 5A6  
(506) 452-3184  
(506) 452-3694

##### Grand Falls

##### **Northwest New Brunswick District Office**

166 Broadway Street  
Post Office Box 2439  
E0J 1M0  
(506) 473-5556

##### Moncton

##### **Head Office and Southeast New Brunswick District Office**

644 Main Street  
Post Office Box 6051  
E1C 9J8  
(506) 851-2271  
District Office:  
(506) 851-6432

##### Saint John

##### **District Office**

57 King Street, 3rd Floor  
E2L 1G5  
(506) 636-4485

##### Shippagan

##### **District Office**

238 J D Gauthier Boulevard  
E0B 2P0  
(506) 336-9779

## Atlantic Canada Opportunities Agency (continued)

### NEWFOUNDLAND

Corner Brook  
**District Office**  
 4 Herald Avenue, Suite 505  
 A2H 4B4  
 (709) 637-4477

Happy Valley – Goose Bay  
 Labrador

**District Office**  
 217 Hamilton River Road  
 Post Office Box 430, Station C  
 A0P 1C0  
 (709) 896-2741

St John's  
 Atlantic Place  
 215 Water Street, Suite 801  
 Mail: Post Office Box 1060, Station C  
 A1C 5M5  
 (709) 772-2751

### NOVA SCOTIA

Halifax  
 Central Guarantee Trust Tower,  
 Suite 600  
 1801 Hollis Street  
 Mail: Post Office Box 2284, Station M  
 B3J 3C8  
 (902) 426-6743  
 (902) 426-8361

New Glasgow  
 980 East River Road  
 B2H 3S8  
 (902) 755-3746

Sydney  
**Enterprise Cape Breton Corporation**  
 Commerce Tower, 4th Floor  
 15 Dorchester Street  
 Mail: Post Office Box 1750  
 B1P 6T7  
 (902) 564-3600

Yarmouth  
**Regional Office**  
 3 Lovitt Street  
 Post Office Box 607  
 B5A 4B6  
 (902) 742-0809

### ONTARIO

Ottawa  
 60 Queen Street, 4th Floor  
 Mail: Post Office Box 1667, Station B  
 K1P 5R5  
 (613) 954-2422

### PRINCE EDWARD ISLAND

Charlottetown  
 75 Fitzroy Street  
 C1A 1R6  
 (902) 566-7492

## Atomic Energy Control Board (AECEB)

### ALBERTA

Calgary  
**Western Regional Office**  
 Harry Hays Building, Suite 850  
 220 4th Avenue South East  
 T2G 4X3  
 (403) 292-5181

### ONTARIO

Elliot Lake  
**Regional Office**  
 Algo Centre  
 151 Ontario Avenue  
 P5A 2T2  
 (705) 848-7123

Mississauga  
**Regional Office**  
 6711 Mississauga Road, Suite 704  
 L5N 2W3  
 (416) 821-7760

Ottawa  
**Head Office**  
 Martel Building  
 270 Albert Street  
 Post Office Box 1046, Station B  
 K1P 5S9  
 Duty Officer (24-hour service):  
 (613) 995-0479  
 Public Information Office:  
 (613) 995-5894  
 Library:  
 (613) 995-1359

### QUEBEC

Laval  
**Regional Office**  
 2 Laval Place, Suite 470  
 H7N 5N6  
 (514) 667-6360

### SASKATCHEWAN

Saskatoon  
**Uranium Facilities Division**  
 Government of Canada Building  
 101 22nd Street East, Suite 307  
 S7K 0E1  
 (306) 975-6376

## Atomic Energy of Canada Limited (AECL)

### MANITOBA

Pinawa  
**AECL Research**  
 Whiteshell Laboratories  
 R0E 1L0  
 (204) 753-2311

### ONTARIO

Chalk River  
**AECL Research**  
 Chalk River Laboratories  
 K0J 1J0  
 (613) 584-3311  
 (613) 687-5581

Mississauga  
**AECL CANDU**  
 Engineering Company  
 2251 Speakman Drive  
 L5K 1B2  
 (416) 823-9040

Ottawa  
**Corporate Office**  
 344 Slater Street  
 K1A 0S4  
 (613) 237-3270

### QUEBEC

Montreal  
**AECL CANDU**  
 1155 Metcalfe Street, 8th Floor  
 H3B 2V6  
 (514) 871-1116

### SASKATCHEWAN

Saskatoon  
**AECL CANDU**  
 128 4th Avenue South, Suite 102  
 S7K 1M8  
 (306) 665-1040

## Agriculture Canada (AGR)

### ALBERTA

Beaverlodge  
**Research Branch**  
 Research Station  
 Post Office Box 29  
 T0H 0C0  
 (403) 354-2212

Calgary  
**Food Production and Inspection Branch**  
 Alberta Region  
 Harry Hays Building, Suite 474  
 220 4th Avenue South East  
 T2G 4X3  
 (403) 292-4364

Calgary  
**Food Production and Inspection Branch**  
 3650 36th Street North West  
 T2L 2L1  
 (403) 289-7021





- Calgary  
**Prairie Farm Rehabilitation Administration**  
 Harry Hays Building, Room 832  
 220 4th Avenue South East  
 Post Office Box 2906, Station M  
 T2P 2M7  
 (403) 292-5638
- Edmonton  
**Agri-Food Development Branch**  
 Regional Office  
 Canada Place, Suite 810  
 9700 Jasper Avenue  
 T5J 4G5  
 (403) 495-4141
- Edmonton  
**Farm Debt Review Board**  
 Canada Place, Suite 805  
 9700 Jasper Avenue  
 T5J 4C3  
 (403) 495-4764
- Edmonton  
**Prairie Farm Rehabilitation Administration**  
 Alberta Affairs Office  
 Canada Place, Suite 1620  
 9700 Jasper Avenue  
 T5J 4C3  
 (403) 495-3307
- Hanna  
**Prairie Farm Rehabilitation Administration**  
 302 Centre Street  
 Post Office Box 428  
 T0J 1P0  
 (403) 854-4448
- Lacombe  
**Research Branch**  
 58th Street and the C&E Trail  
 Postal Bag 5000  
 T0C 1S0  
 (403) 782-3316
- Lethbridge  
**Food Production and Inspection Branch**  
 Animal Diseases Research Institute (West)  
 Post Office Box 640  
 T1J 3Z4  
 (403) 382-5500
- Lethbridge  
**Prairie Farm Rehabilitation Administration**  
 District Conservation and Development Service Office  
 Federal Building, Suite 203  
 T1J 0N8  
 (403) 327-4340
- Lethbridge  
**Research Branch**  
 Research Station  
 Post Office Box 3000  
 T1J 4B1  
 (403) 327-4561
- Medicine Hat  
**Prairie Farm Rehabilitation Administration**  
 1865 Dunmore Road South East, Suite 210  
 T1A 1Z8  
 (403) 526-2429
- Peace River  
**Prairie Farm Rehabilitation Administration**  
 Post Office Box 7047  
 T8S 1S7  
 (403) 624-3386
- Red Deer  
**Prairie Farm Rehabilitation Administration**  
 Parkland Square Building, Room 301  
 4901 48th Street  
 T4N 6M4  
 (403) 346-9060  
 (403) 346-9070
- Vegreville  
**Prairie Farm Rehabilitation Administration**  
 Post Office Box 1079  
 T9C 1S2  
 (403) 632-2919
- Westlock  
**Prairie Farm Rehabilitation Administration**  
 10016 106th Street  
 Post Office Box 579  
 T0G 2L0  
 (403) 349-3963
- BRITISH COLUMBIA**
- Agassiz  
**Research Branch**  
 Research Station  
 6947 Highway 7  
 Post Office Box 1000  
 V0M 1A0  
 (604) 796-2221
- Dawson Creek  
**Prairie Farm Rehabilitation Administration**  
 Conservation Service Office  
 1005 104th Avenue, Suite 104  
 V1G 2H9  
 (604) 782-3116
- New Westminster  
 620 Royal Avenue, Room 204  
 Post Office Box 2522  
 V3L 5A8  
**Agri-Food Development Branch:**  
 (604) 666-6344  
**Farm Debt Review Board:**  
 (604) 666-3054
- New Westminster  
**Food Production and Inspection Branch**  
 British Columbia Region  
 620 Royal Avenue, Suite 202  
 Post Office Box 2523  
 V3L 5A8  
 (604) 666-6513
- Sidney  
**Food Production and Inspection Branch**  
 Saanichton Plant Quarantine Station  
 8801 East Saanich Road  
 V8L 1H3  
 (604) 363-6650
- Summerland  
**Research Branch**  
 Research Station  
 Highway 97  
 V0H 1Z0  
 (604) 494-7711
- Vancouver  
**Research Branch**  
 Research Station  
 6660 North West Marine Drive  
 V6T 1X2  
 (604) 224-4355
- MANITOBA**
- Beausejour  
**Prairie Farm Rehabilitation Administration**  
 20 1st Street South  
 Postal Bag 2000  
 R0E 0C0  
 (204) 268-6005
- Brandon  
**Prairie Farm Rehabilitation Administration**  
 Conservation Service Office  
 Rural Route 3  
 R7A 5Y3  
 (204) 726-7584  
 (Collect calls accepted)
- Brandon  
**Research Branch**  
 Research Station  
 Rural Route 3  
 Post Office Box 1000A  
 R7A 5Y3  
 (204) 726-7650
- Dauphin  
**Prairie Farm Rehabilitation Administration**  
 Federal Building, Room 100  
 317 Main Street North  
 R7N 1C5  
 (204) 638-6108

**Agriculture Canada (continued)****MANITOBA (continued)****Morden****Prairie Farm Rehabilitation****Administration**

Route 100 and Stephen Street

Post Office Box 1047

R0G 1J0

(204) 822-4078

(Collect calls accepted)

**Morden****Research Branch**

Research Station

Route 100 and Stephen Street

Post Office Box 3001

R0G 1J0

(204) 822-4471

**Winnipeg****Agri-Food Development Branch**

303 Main Street, Room 402

R3C 3G7

(204) 983-3032

(Collect calls accepted)

**Winnipeg****Farm Debt Review Board**

303 Main Street, Room 104

R3C 3G7

(204) 983-8621

(Collect calls accepted)

**Winnipeg****Food Production and Inspection Branch**

Mid-West Region

Federal Building, Room 613

269 Main Street

R3C 1B2

(805) 983-2200

**Winnipeg****Grains and Oilseeds Branch**

200 Graham Avenue, 4th Floor

Post Office Box 6200

R3C 4N1

(204) 983-8359

**Winnipeg****Prairie Farm Rehabilitation****Administration**

Manitoba Regional Office

Cargill Building, Room 238

240 Graham Avenue

R3C 0J7

(204) 983-2243

**Winnipeg****Research Branch**

Research Station

195 Dafoe Road

R3T 2M9

(204) 983-5533

**NEW BRUNSWICK****Fredericton****Agri-Food Development Branch**

633 Queen Street, Room 209

E3B 1C3

(506) 452-3706

**Fredericton****Farm Debt Review Board**

633 Queen Street, Room 227

E3B 1C3

(506) 452-3691

**Fredericton****Research Branch**

Research Station

850 Lincoln Road

Post Office Box 20280

E3B 4Z7

(506) 452-3260

**Moncton****Food Production and Inspection Branch**

Atlantic Region

Government of Canada Building,

5th Floor

1081 Main Street

Post Office Box 6088

E1C 8R2

(506) 851-7670

**Sackville****Food Production and Inspection Branch**

Health of Animals Laboratory

Mount Allison University

Post Office Box 1410

E0A 3C0

(506) 536-0135

**NEWFOUNDLAND****St John's**

354 Water Street, 2nd Floor

Post Office Box 1878

A1C 5R4

**Agri-Food Development Branch:**

(709) 772-4063

**Farm Debt Review Board:**

(709) 772-2306

**St John's****Research Branch**

Research Station

Brookfield Road

Post Office Box 7098

A1E 3Y3

(709) 772-4619

**NOVA SCOTIA****Kentville****Research Branch**

Research Station

32 Main Street

B4N 1J5

(902) 679-5333

**Truro****Agri-Food Development Branch**

Bank of Montreal Building, Suite 200

35 Commercial Street

Post Office Box 698

B2N 5E5

(902) 893-0068

**Truro****Farm Debt Review Board**

35 Commercial Street, Suite 200

Post Office Box 1800

B2N 5Z5

(902) 893-0051

**ONTARIO****Guelph****Farm Debt Review Board**

174 Stone Road West

N1G 4T1

(519) 836-8188

**Guelph****Agri-Food Development Branch  
Food Production and Inspection Branch**

Ontario Region

174 Stone Road West

N1G 4S9

(519) 837-9400

**Guelph****Food Production and Inspection Branch**

110 Stone Road West

N1G 3W4

(519) 822-3300

**Harrow****Research Branch**

Research Station

Highway 18

N0R 1G0

(519) 738-2251

**Kapuskasing****Research Branch**

Experimental Farm

P5N 2X9

(705) 335-6148

**London****Research Branch**

Research Centre

1400 Western Road

N6G 2V4

(519) 645-4452

**Ottawa****Head Office**

Sir John Carling Building

Central Experimental Farm

930 Carling Avenue

K1A 0C5

(613) 995-5222

**Ottawa****Farm Financial Programs**

2200 Walkley Road

K1G 4G8

(613) 957-7078





- Ottawa  
**Food Production and Inspection Branch**  
Sir John Carling Building, 4th Floor  
930 Carling Avenue  
K1A 0C5  
(613) 992-2114
- Ottawa  
**Food Production and Inspection Branch**  
K W Neatby Building  
960 Carling Avenue  
K1A 0C6  
(613) 995-7900
- Ottawa  
**Food Production and Inspection Branch**  
Halldon House  
2255 Carling Avenue  
K1A 0Y9  
(613) 995-5433
- Ottawa  
**Food Production and Inspection Branch**  
Building 22, Room 212  
Central Experimental Farm  
K1A 0C6  
(613) 995-4907
- Ottawa  
**Food Production and Inspection Branch**  
2200 Walkley Road  
K1G 4G8  
(613) 993-4544
- Ottawa  
**Food Production and Inspection Branch**  
Animal Diseases Research Institute (East)  
3851 Fallowfield Road  
Post Office Box 11300, Station H  
Nepean  
K2H 8P9  
(613) 998-9320
- Ottawa  
**Prairie Farm Rehabilitation Administration**  
Sir John Carling Building  
930 Carling Avenue  
K1A 0C5  
(613) 995-2846
- Ottawa  
**Research Branch**  
Headquarters  
930 Carling Avenue  
K1A 0C5  
(613) 995-7084  
Centre for Food and Animal Research:  
(613) 993-6002  
Centre for Land and Biological Resources Research:  
(613) 996-1665  
Plant Research Centre:  
(613) 995-3700  
Research Program Service:  
(613) 995-7084
- PRINCE EDWARD ISLAND
- Charlottetown  
**Agri-Food Development Branch**  
141 Kent Street, 2nd Floor  
Post Office Box 2949  
C1A 8C5  
(902) 566-7300
- Charlottetown  
**Farm Debt Review Board**  
97 Queen Street, Room 204  
Post Office Box 2589  
C1A 8C3  
(902) 566-7302
- Charlottetown  
**Research Branch**  
Research Station  
440 University Avenue  
Post Office Box 1210  
C1A 7M8  
(902) 566-6800
- QUEBEC
- Lennoxville  
**Research Branch**  
Research Station  
2000 Route 108 East  
Post Office Box 90  
J1M 1Z3  
(819) 565-9171
- Montreal  
**Food Production and Inspection Branch**  
Quebec Region  
Guy Favreau Complex  
East Tower, Room 1002  
200 René Lévesque Boulevard West  
H2Z 1Y3  
(514) 283-8888
- Quebec  
**Agri-Food Development Branch**  
Champlain Harbour Station,  
Suite 350-4  
901 Cap Diamant Street  
G1K 4K1  
(418) 648-4775

- Quebec  
**Farm Debt Review Board**  
390 Dorchester Street South,  
3rd Floor  
G1K 6A7  
(418) 648-2426
- Quebec  
**Research Branch**  
Research Station  
2560 Hochelaga Boulevard  
Sainte-Foy  
G1V 2J3  
(418) 657-7980
- Saint-Hyacinthe  
**Food Production and Inspection Branch**  
Health of Animals Laboratory  
3400 Casavant Boulevard West  
J2S 8E3  
(514) 773-7730
- Saint-Hyacinthe  
**Research Branch**  
Food Research and Development Centre  
3600 Casavant Boulevard West  
J2S 8E3  
(514) 773-1105
- Saint-Jean-sur-Richelieu  
**Research Branch**  
Research Station  
430 Gouin Boulevard  
J3B 3E6  
(514) 346-4494
- SASKATCHEWAN
- Consul  
**Prairie Farm Rehabilitation Administration**  
Consul Irrigation Project  
S0N 0P0  
(306) 299-2040
- Eastend  
**Prairie Farm Rehabilitation Administration**  
Eastend Irrigation Project  
Post Office Box 146  
S0N 0T0  
(306) 295-3252
- Gravelbourg  
**Prairie Farm Rehabilitation Administration**  
Post Office Box 155  
S0H 1X0  
(306) 648-2214
- Indian Head  
**Prairie Farm Rehabilitation Administration**  
Shelterbelt Centre  
Post Office Box 940  
S0G 2K0  
(306) 695-2284

**Agriculture Canada (continued)****SASKATCHEWAN (continued)****Loreburn****Prairie Farm Rehabilitation****Administration**

South Saskatchewan River Project

Post Office Box 8

S0H 2S0

**Maple Creek****Prairie Farm Rehabilitation****Administration**

Post Office Box 430

S0N 1N0

(306) 662-2637

**Melfort****Prairie Farm Rehabilitation****Administration**

Post Office Box 1748

S0E 1A0

(306) 752-4442

**Melville****Prairie Farm Rehabilitation****Administration**

Post Office Box 130

S0A 2P0

(306) 728-5790

**Moose Jaw****Prairie Farm Rehabilitation****Administration**

1400 Caribou Street West

Post Office Box 937

S6H 4P6

(306) 692-2308

**North Battleford****Prairie Farm Rehabilitation****Administration**

Royal Bank Tower, Room 304

1101 101st Street

S9A 0Z5

(306) 445-6217

**Outlook****Prairie Farm Rehabilitation****Administration**

Saskatchewan Irrigation

Development Centre

Post Office Box 700

S0L 2N0

(306) 867-9951

**Regina****Agri-Food Development Branch**

1955 Broad Street, Room 270

Post Office Box 8035

S4P 4C7

(306) 780-5545

**Regina****Farm Debt Review Board**

1783 Hamilton Street, Room 700

S4P 2B6

(306) 780-5544

**Regina****Prairie Farm Rehabilitation****Administration**

Head Office

CIBC Tower, Suite 603

1800 Hamilton Street

S4P 4L2

(306) 780-5070

**Regina****Prairie Farm Rehabilitation****Administration**

Hydraulics Laboratory

1305 Ottawa Street

S4R 1P3

(306) 780-5200

**Regina****Research Branch**

Research Station

5000 Wascana Parkway

Post Office Box 440

S4P 3A2

(306) 780-7400

**Rosetown****Prairie Farm Rehabilitation****Administration**

Federal Building, Room 203

Post Office Box 1420

S0L 2V0

(306) 882-4272

**Rush Lake****Prairie Farm Rehabilitation****Administration**

Rush Lake Irrigation Project

Post Office Box 119

S0H 3S0

(306) 773-7153

**Saskatoon****Food Production and Inspection****Branch**

University of Saskatchewan

116 Veterinary Road

S7N 2R3

(306) 975-4071

**Saskatoon****Prairie Farm Rehabilitation****Administration**

University of Saskatchewan

North Road

Post Office Box 908

S7K 3M4

(306) 975-4140

**Saskatoon****Research Branch**

Research Station

107 Science Place

S7N 0X2

(306) 975-7014

**Shaunavon****Prairie Farm Rehabilitation****Administration**

Post Office Box 218

S0N 2M0

(306) 297-2812

**Swift Current****Prairie Farm Rehabilitation****Administration**

Post Office Box 1088

S9H 3X3

(306) 773-7255

**Swift Current****Research Branch**

Research Station

Airport Road

Post Office Box 1030

S9H 3X2

(306) 773-4621

**Val Marie****Prairie Farm Rehabilitation****Administration**

Val Marie Irrigation Project

Post Office Box 118

S0N 2T0

(306) 298-2131

**Watrous****Prairie Farm Rehabilitation****Administration**

Conservation Service Office

Area 4

Post Office Box 1150

S0K 4T0

(306) 946-3303

**Weyburn****Prairie Farm Rehabilitation****Administration**

Federal Building, Room 205

161 Third Street

S4H 0W3

(306) 842-4624

---

**Bank of Canada (BC)**

---

**ALBERTA****Calgary**

404 6th Avenue South West

Post Office Box 98

T2P 2H4

(403) 261-3400

**BRITISH COLUMBIA****Vancouver**

Bank of Canada Building

900 West Hastings Street

V6C 1E6

(604) 643-6100

**MANITOBA****Winnipeg**

161 Portage Avenue East

R3B 0Y4

(204) 983-5530



**NEW BRUNSWICK**

Saint John  
75 Prince William Street  
Post Office Box 6068, Station A  
E2L 4R5  
(506) 635-3600

**NOVA SCOTIA**

Halifax  
1583 Hollis Street  
Post Office Box 127  
B3J 2M5  
(902) 420-4600

**ONTARIO**

Ottawa  
**Head Office**  
234 Wellington Street  
K1A 0G9  
(613) 782-8111  
Currency Museum:  
(613) 782-8914

Toronto  
250 University Avenue  
Post Office Box 550, Station A  
M5W 1E8  
(416) 593-2000

**QUEBEC**

Montreal  
901 Victoria Square  
Post Office Box 6018  
H3C 3C2  
(514) 866-4561

**SASKATCHEWAN**

Regina  
2220 12th Avenue  
Post Office Box 1065  
S4P 3B3  
(306) 791-9500

---

**Consulting and Audit Canada (CAC)**


---

**ALBERTA**

Calgary  
220 4th Avenue South East,  
Room 584  
Post Office Box 2950, Station M  
T2P 4C3  
(403) 292-4151  
(403) 292-4586 (Fax)

Edmonton  
9777 102nd Avenue, Suite 360  
T5J 4G9  
(403) 495-3390  
(403) 495-6742 (Fax)

**BRITISH COLUMBIA**

Vancouver  
125 10th Avenue East, Room 100  
V5T 1Z3  
(604) 666-0953  
(604) 666-7330 (Fax)

**MANITOBA**

Winnipeg  
275 Portage Avenue  
R3B 2B3  
(204) 983-4063  
(204) 983-6960 (Fax)

**NOVA SCOTIA**

Halifax  
Simpson's Mall, 2nd Level  
6960 Mumford Road  
B3L 4P1  
(902) 426-5494  
(902) 426-5419 (Fax)

**ONTARIO**

Ottawa  
**Headquarters**  
112 Kent Street, Tower B  
K1A 0S5  
(613) 996-0188  
(613) 990-7503 (Fax)

Toronto  
4576 Yonge Street, Suite 402  
Willowdale  
M2N 6A4  
(416) 954-1717  
(416) 954-1729 (Fax)

**QUEBEC**

Montreal  
Guy Favreau Complex  
200 René Lévesque Boulevard West  
H2Z 1X4  
(514) 283-7755  
(514) 283-0525 (Fax)

Quebec  
1040 Belvédère Avenue  
Sillery  
G1S 3G3  
(418) 648-3095  
(418) 648-7013 (Fax)

---

**Canadian Advisory Council on the Status of Women (CACSW)**


---

**ALBERTA**

Calgary  
**Western Region Office**  
Harry Hays Building, Room 270  
220 4th Avenue South East  
Post Office Box 1390, Station M  
T2P 2L6  
(403) 292-6668

**ONTARIO**

Ottawa  
**Head Office**  
110 O'Connor Street, 9th Floor  
Post Office Box 1541, Station B  
K1P 5R5  
(613) 992-4975  
Publications:  
(613) 992-4976

**QUEBEC**

Montreal  
**Eastern Region Office**  
2021 Union Avenue, Room 875  
H3A 2S9  
(514) 283-3123

---

**Copyright Board Canada (CB)**


---

**ONTARIO**

Ottawa  
56 Sparks Street, Suite 800  
K1A 0C9  
(613) 952-8621  
(613) 952-8630 (Fax)

---

**Canadian Broadcasting Corporation (CBC)**


---

**ALBERTA**

Calgary  
**Radio Canada**  
1724 Westmount Boulevard North  
West  
T2P 2M7  
(403) 521-6000

Edmonton  
**Alberta Regional Office**  
8861 75th Street North West  
Post Office Box 555  
T5J 2P4  
(403) 468-7500

**BRITISH COLUMBIA**

Vancouver  
**British Columbia Regional Office**  
Post Office Box 4600  
V6B 4A2  
(604) 662-6000  
Programs and Public Relations:  
(604) 662-6608  
(604) 662-6163 (service in French)

**MANITOBA**

Winnipeg  
**Manitoba Regional Office**  
491 Portage Avenue  
Post Office Box 160  
R3C 2H1  
English Services:  
(204) 788-3222  
French Services:  
(204) 788-3141

## Canadian Broadcasting Corporation *(continued)*

### NEW BRUNSWICK

Moncton

#### Atlantic Provinces Regional Office

French Services  
250 Archibald Street  
Post Office Box 950  
E1C 8N8  
(506) 853-6666

### NEWFOUNDLAND

St John's

#### Newfoundland Regional Office

Ayre's Centre, Room 29  
31 Pippy Place  
Post Office Box 12010, Station A  
A1B 3T8  
(709) 576-5000

### NORTHWEST TERRITORIES

Yellowknife

#### CBC North

5002 Forrest Drive  
Post Office Box 160  
X1A 2N2  
(403) 920-5460

### NOVA SCOTIA

Halifax

#### Maritime Regional Office

English Services  
5600 Sackville Street  
Post Office Box 3000  
B3J 3E9  
(902) 420-8311

### ONTARIO

Ottawa

#### Head Office and Regional Broadcasting Headquarters

1500 Bronson Avenue  
Post Office Box 8478  
K1G 3J5  
(613) 724-1200

Ottawa

#### Ontario Regional Office

French and Northern Services  
250 Lanark Avenue  
Post Office Box 3220, Station C  
K1Y 1E4  
(613) 724-1200

Toronto

#### Ontario Regional Office

English Services  
Post Office Box 500, Station A  
M5W 1E6  
(416) 975-3311

### QUEBEC

Montreal

#### Quebec Regional Office

1400 René Lévesque Boulevard  
East, 12th Floor  
Post Office Box 6000  
H3C 3A8  
(514) 597-5970

Montreal

#### Engineering Headquarters

7925 Côte St Luc Road  
H4W 1R5  
(514) 485-1301

Montreal

#### Radio Canada International

1055 René Lévesque Boulevard East  
Post Office Box 6000  
H3C 3A8  
(514) 597-7555

Quebec

#### Quebec City and Eastern Quebec Regional Office

2475 Laurier Boulevard  
Post Office Box 10400  
Sainte-Foy  
G1V 2X2  
(418) 654-1341

### SASKATCHEWAN

Regina

#### Saskatchewan Regional Office

2440 Broad Street  
S4P 4A1  
(306) 347-9540

### Cape Breton Development Corporation (CBDC)

### NOVA SCOTIA

Gloucester

#### Main Office

Coal Division  
95 Union Street  
Mail: Post Office Box 2500  
Sydney B1P 6K9  
(902) 564-2848

### Canada Council (CC)

### NEW BRUNSWICK

Moncton

435 St George Street  
E1C 1X8  
(506) 851-6090  
(506) 851-6081 (Fax)  
(Station-to-station collect calls are accepted from New Brunswick and Prince Edward Island.)

### NOVA SCOTIA

Dartmouth

10 Harbour Drive  
B2Y 3N9  
(902) 469-9128  
(902) 469-9128 (Fax)  
(Station-to-station collect calls are accepted from Nova Scotia, Newfoundland and Labrador.)

### ONTARIO

Ottawa

#### Head Office

99 Metcalfe Street  
Post Office Box 1047  
K1P 5V8  
1-800-263-5588, extension 4138 or 4137  
(613) 598-4390 (Fax)

### Consumer and Corporate Affairs Canada (CCAC)

### ALBERTA

Calgary

#### District Office

Sam Livingston Building, 3rd Floor  
510 12th Avenue South West  
T2R 0H3  
Bankruptcy:  
(403) 292-5607  
Consumer Products:  
(403) 292-5604  
Electricity and Gas:  
(403) 292-5609  
Intellectual Property:  
(403) 292-5607  
Marketing Practices:  
(403) 292-5608  
Product Safety:  
(403) 292-5613  
Weights and Measures:  
(403) 292-5605

Edmonton

#### District Office

Oliver Building  
10225 100th Avenue  
T5J 0A1  
Bankruptcy:  
(403) 495-2476  
Consumer Products:  
(403) 495-2485  
Electricity and Gas:  
(403) 495-2487  
Intellectual Property:  
(403) 495-2476  
Marketing Practices:  
(403) 495-2489  
Product Safety:  
(403) 495-2480  
Weights and Measures:  
(403) 495-2491





## Grande Prairie

**Edmonton District Area Office**

10320 99th Street

T8V 6J4

Consumer Products:

(403) 538-5400

## Lethbridge

**Calgary District Area Office**

3015A 12th Avenue North

T1H 5K9

Weights and Measures:

(403) 382-3146

**BRITISH COLUMBIA**

## Kelowna

**District Office**

471 Queensway Avenue, Room 303

V1Y 6S5

Consumer Products, Weights and

Measures:

(604) 861-6045

## Penticton

**District Office**

Federal Building, Room 316

277 Winnipeg Street

V2A 5M2

Electricity and Gas:

(604) 492-6659

## Vancouver

**Pacific Regional Office**

800 Burrard Street, Room 1400

V6Z 2H8

Bankruptcy:

(604) 666-5007

Competition:

(604) 666-8645

Consumer Products:

(604) 666-3326

Consumer Services:

(604) 666-5018

Intellectual Property:

(604) 666-5007

Marketing Practices:

(604) 666-8659

Product Safety:

(604) 666-5003

Weights and Measures:

(604) 666-3834

## Vancouver

**District Office**

3625 Lougheed Highway

V5M 2A6

Consumer Products:

(604) 666-3326

Electricity and Gas:

(604) 666-0837

Weights and Measures:

(604) 666-3834

## Victoria

**District Office**

Federal Building, Room 401

1230 Government Street

V8W 1Y3

(604) 363-3341

**MANITOBA**

## Brandon

**Winnipeg District Area Office**

153 11th Street, Room 223

R7A 4J5

Weights and Measures:

(204) 727-7003

## Winnipeg

**Prairie Regional Office and  
Winnipeg District Office**

260 St Mary Avenue, Suite 202

R3C 0M6

(204) 983-2366

Bankruptcy:

(204) 983-3229

Consumer Policy and Services:

(204) 983-3674

Consumer Products:

(204) 983-2220

Electricity and Gas:

(204) 983-3803

Intellectual Property:

(204) 983-3227

Marketing Practices:

(204) 983-5567

Product Safety:

(204) 983-2846

Weights and Measures:

(204) 983-3804

**NEW BRUNSWICK**

## Bathurst

**Saint John Sub-District Office**

159 Main Street, 3rd Floor

Post Office Box 724

E2A 4A5

Consumer Products, Weights and

Measures:

(506) 548-7182

## Fredericton

**District Office**

Federal Building, 2nd Floor

633 Queen Street

E3B 1C3

Consumer Products:

(506) 452-3047

Electricity and Gas:

(506) 452-3046

## Moncton

**Sub-District Office**

Terminal Plaza Building, 3rd Floor

1222 Main Street

Post Office Box 457

E1C 8L9

Consumer Products:

(506) 851-6637

Product Safety:

(506) 851-6638

## Saint John

**District Office**

Standards Building

295 Bayside Drive

E2J 1B1

Consumer Products:

(506) 636-4299

Weights and Measures:

(506) 636-4591

**NEWFOUNDLAND**

## Corner Brook

**St John's Sub-District Office**

Canada Post Building

Post Office Box 1107, Station C

A2H 6T2

Consumer Products, Weights and

Measures:

(709) 637-4284

## Gander

**St John's Sub-District Office**

110 Airport Boulevard

Post Office Box 442

A1V 1W8

Weights and Measures:

(709) 256-6597

## St John's

**District Office**

Cormack Building, Suite 202

2 Steers Cove

A1C 6J5

Consumer Products:

(709) 772-5518

Electricity and Gas:

(709) 772-5525

Product Safety:

(709) 772-4050

Weights and Measures:

(709) 772-5517

**NOVA SCOTIA**

## Dartmouth

**District Office**

50 Brown Avenue

Post Office Box 38001

B3B 1X2

Consumer Products:

(902) 426-6055

Electricity and Gas:

(902) 426-3830

Marketing Practices:

(902) 426-6002

Weights and Measures:

(902) 426-3831

## Halifax

**Atlantic Regional Office**

1489 Hollis Street, Suite 1500

B3J 3M5

(902) 426-6080

Bankruptcy:

(902) 426-2900

Consumer Policy and Services:

(902) 426-4778

Product Safety:

(902) 426-8300

## Consumer and Corporate Affairs Canada (continued)

### ONTARIO

#### Belleville

##### **District Office**

228 Dundas Street East  
K8N 1E4

Consumer Products:

(613) 969-3305

Electricity and Gas:

(613) 969-3301

Weights and Measures:

(613) 969-3306

#### Hamilton

##### **District Office**

69 John Street South, 2nd Floor  
L8N 2B9

Bankruptcy:

(416) 572-2847

Consumer Products:

(416) 572-2879

Electricity and Gas:

(416) 578-8740

Marketing Practices:

(416) 572-2873

Product Safety:

(416) 572-2845

#### Hamilton

26 Arrowsmith Road  
L8E 4H8

Weights and Measures:

(416) 578-8730

#### London

##### **District Office**

Federal Building, 3rd Floor  
451 Talbot Street

N6A 5C9

Bankruptcy, Corporate Services,

Intellectual Property:

(519) 645-4068

Consumer Products:

(519) 645-4045

Electricity and Gas:

(519) 645-4033

Marketing Practices:

(519) 645-4119

Weights and Measures:

(519) 645-4037

#### Mississauga

6185 Ordan Drive, Unit 5  
L5T 2E1

Weights and Measures:

(416) 676-7688

#### Ottawa

##### **District Office**

255 Argyle Avenue  
K2P 1B8

Bankruptcy:

(613) 996-3964

Consumer Products:

(613) 992-4776

Electricity and Gas:

(613) 992-2775

Weights and Measures:

(613) 992-1976

#### Peterborough

Federal Building

Post Office Box 1226

K9J 7H4

Electricity and Gas:

(705) 745-1260

#### Sudbury

##### **District Office**

1283 Sparks Street

P3A 2C7

Consumer Products:

(705) 671-0632

Electricity and Gas:

(705) 671-0634

Weights and Measures:

(705) 671-0633

#### Thunder Bay

430 South Waterloo Street  
P7E 6E4

Consumer Products:

(807) 623-9053

Electricity and Gas, Weights and

Measures:

(807) 623-5265

#### Toronto

##### **Ontario Regional Office**

Federal Building, Suite 601

4900 Yonge Street

Willowdale

M2N 6B8

(416) 224-4031

#### Toronto

##### **District Office**

25 St Clair Avenue East, Room 701

M4T 1M2

(416) 973-6441

Bankruptcy:

(416) 973-6486

Intellectual Property:

(416) 973-3710

#### Toronto

Federal Building, Penthouse 3

4900 Yonge Street

M2N 6R3

(416) 224-3951

Consumer Products:

(416) 224-3950

#### Toronto

1859 Leslie Street

Don Mills

M3B 2M1

Electricity and Gas:

(416) 445-4220

Weights and Measures:

(416) 445-4130

#### Toronto

200 Town Centre Court, Suite 815

Scarborough

M1P 4X8

Product Safety:

(416) 973-4705

#### Windsor

##### **London District Area Office**

441 University Avenue West,

Room 206

N9A 5P9

(519) 254-5543

### PRINCE EDWARD ISLAND

#### Charlottetown

##### **District Office**

Dominion Building, Room 318

97 Queen Street

C1A 4A1

Consumer Products:

(902) 566-7283

Weights and Measures:

(902) 566-7281

### QUEBEC

#### Chicoutimi

942 Chabanel Street, Room 6

G7H 5W2

Consumer Products, Weights and

Measures:

(418) 698-5598

#### Hull

##### **Head Office**

Place du Portage, Phase I

50 Victoria Street

Mail: Ottawa, Ontario K1A 0C9

(819) 997-2938

Consumer Products:

(819) 953-2303

Intellectual Property:

(819) 997-1936

Marketing Practices:

(819) 997-4282





## Montreal

**Quebec Regional Office**

Guy Favreau Complex  
East Tower, Room 510  
200 René Lévesque Boulevard West  
H2Z 1X4

Bankruptcy, Intellectual Property:

(514) 283-6192

Competition:

(514) 283-7712

Consumer Products:

(514) 283-3109

Consumer Services:

(514) 283-3905

Electricity and Gas:

(514) 283-6546

Product Safety:

(514) 283-2825

Weights and Measures:

(514) 283-6566

## Montreal

**District Office**

6850 Sherbrooke Street East  
H1N 1E1

Electricity and Gas:

(514) 283-6546

Weights and Measures:

(514) 283-6566

## Quebec

**District Office**

112 Dalhousie Street, 3rd Floor  
G1K 4C1

Bankruptcy:

(418) 648-4280

Consumer Products:

(418) 648-4067

Electricity and Gas:

(418) 648-3882

Intellectual Property:

(418) 648-6647

Marketing Practices:

(418) 648-3939

Product Safety:

(418) 648-4327

Weights and Measures:

(418) 648-3879

## Rimouski

**Area Office**

294 Taché Street  
G5L 1R9

Consumer Products, Weights and  
Measures:

(418) 722-3366

## Saint-Bruno

**South Shore/West Island District Office**

1400 Marie Victorin Street, Suite 109  
J3V 6B9

(514) 441-4911

## Sainte-Thérèse-de-Blainville

**Laurentian District Office**

123 Labelle Boulevard, Room 101  
Rosemère

J7A 2G9

(514) 434-9733

## Sherbrooke

**District Office**

1335 King Street West, Room 402  
J1J 2B8

Bankruptcy, Intellectual Property:

(819) 564-5742

Consumer Products:

(819) 564-5738

Electricity and Gas:

(819) 564-5737

Weights and Measures:

(819) 564-5743

## Trois-Rivières

**District Office**

Bourg du Fleuve Building, Room 011  
25 Des Forges Street

G9A 6A7

(819) 371-5157

## SASKATCHEWAN

## Regina

**District Office**

2212 Scarth Street  
S4P 2J6

Bankruptcy, Intellectual Property:

(306) 780-5391

Consumer Products:

(306) 780-5384

Electricity and Gas:

(306) 780-5396

Weights and Measures:

(306) 780-5385

## Saskatoon

**District Office**

350 3rd Avenue North, Room 400  
S7K 6G7

Bankruptcy, Intellectual Property:

(306) 975-4298

Consumer Products:

(306) 975-4296

Product Safety:

(306) 975-4028

Weights and Measures:

(306) 975-4294

## Swift Current

1711A Chaplan Street East  
S9H 1K9

Weights and Measures:

(306) 773-3115

---

**Canadian Commercial Corporation (CCC)**


---

## ONTARIO

## Ottawa

50 O'Connor Street, 11th Floor  
K1A 0S6

(613) 996-0034

---

**Canada Communication Group (CCG)**


---

## ALBERTA

## Edmonton

**Reference Canada**

Hong Kong Bank Building, Room 620  
10055 106th Street

Post Office Box 205

T5J 1Z4

(403) 495-2021

(403) 495-2463 (Fax)

## BRITISH COLUMBIA

## Esquimalt

**Printing Plant**

CFB Esquimalt, Building 63

FMO Victoria

V0S 1B0

(604) 363-2881

## Vancouver

**Printing Office**

929 Granville Street, Suite 501

V6Z 1L3

(604) 666-0477

## MANITOBA

## Winnipeg

**Regional Office**

1410 Mountain Avenue

R2X 3B4

(204) 983-4518

(204) 983-5528 (Fax)

## NEW BRUNSWICK

## Bathurst

Nicolas Denys Building

Harbourview Boulevard

Post Office Box 6000

E2A 4S9

(506) 548-7614

## Chatham

CFB Chatham, Building 57

Curtis Park

E0C 2E0

(506) 773-9523

## Gagetown

CFB Gagetown, Building J-7

E0G 2P0

(506) 422-2481

## Moncton

**Regional Office**

Heritage Court

95 Foundry Street, Suite 119

E1C 5H5

(506) 851-6023

## Saint John

Customs Building

189 Prince William Street

E2L 2B9

(506) 636-4532

**Canada Communication Group**  
*(continued)*
**NOVA SCOTIA**

Halifax  
**Services Centre**  
 2740 Barrington Street  
 B3K 2X3  
 (902) 426-3885

**ONTARIO**

Mississauga  
**Regional Office**  
 6205 Kestrel Road, 2nd Floor  
 L5T 2A1  
 (416) 670-6266  
 (416) 612-5519 (Fax)

Ottawa  
**Reference Canada**  
 Headquarters  
 47 Clarence Street, 3rd Floor  
 K1A 0S5  
 (613) 941-3392  
 (613) 941-3393 (Fax)  
 Regional Office:  
 (613) 941-4823  
 (613) 941-5383 (Fax)

Ottawa  
**Professional Services**  
 350 Albert Street, 4th Floor  
 K1A 0S5  
 (613) 993-3054

Toronto  
**Reference Canada**  
 890 Yonge Street, Suite 502  
 M4W 3P4  
 (416) 973-1992  
 (416) 973-9738 (Fax)

**QUEBEC**

Hull  
**Headquarters**  
 45 Sacré Coeur Boulevard  
 Mail: Ottawa, Ontario K1A 0S9  
 (819) 956-4800

Montreal  
**Regional Office**  
 Guy Favreau Complex  
 East Tower, 3rd Floor  
 200 René Lévesque Boulevard West  
 H2Z 1X4  
 (514) 283-4805  
 (514) 283-3396 (Fax)

Valcartier  
 CFB Valcartier, Building 503  
 Courcellette  
 G0A 1R0  
 (418) 844-5238

**Canadian Centre for Management Development (CCMD)**
**ONTARIO**

Ottawa  
 373 Sussex Drive  
 Post Office Box 420, Station A  
 K1N 8V4  
 De La Salle Campus:  
 (613) 992-8062  
 Touraine Campus:  
 (819) 997-4163

**Canadian Centre for Occupational Health and Safety (CCOHS)**
**ONTARIO**

Hamilton  
 250 Main Street East  
 L8N 1H6  
 (416) 572-2981

**Canadian Commission for UNESCO (CCU)**
**ONTARIO**

Ottawa  
 99 Metcalfe Street  
 Post Office Box 1047  
 K1P 5V8  
 (613) 598-4325

**Canadian Dairy Commission (CDC)**
**ONTARIO**

Ottawa  
 Pebb Building  
 2197 Riverside Drive  
 K1A 0Z2  
 (613) 998-9490

**Canada Deposit Insurance Corporation (CDIC)**
**ONTARIO**

Ottawa  
**Head Office**  
 50 O'Connor Street, Suite 1707  
 Post Office Box 2340, Station D  
 K1P 5W5  
 (613) 996-2081

Toronto  
**Regional Office**  
 Toronto-Dominion Centre  
 79 Wellington Street West,  
 Suite 1200  
 Post Office Box 156  
 M5K 1H1  
 (416) 973-3887

**Canada Development Investment Corporation (CDVIC)**
**ONTARIO**

Toronto  
 Scotia Plaza, Suite 2703  
 Post Office Box 320  
 M5H 3Y2  
 (416) 864-0333  
 (416) 864-0289 (Fax)

**Canadian Grain Commission (CGC)**
**ALBERTA**

Calgary  
 Bay 1, North End  
 6020 11th Street South East  
 T2H 2L7  
 (403) 292-4211  
 Grading:  
 (403) 292-4210

Edmonton  
**Regional Office**  
 9945 50th Street, Room 404  
 T6A 0L4  
 (403) 495-5462

Lethbridge  
 540 36th Street North  
 T1H 5H6  
 (403) 382-3116

**BRITISH COLUMBIA**

Prince Rupert  
 Post Office Box 40  
 V8J 3P4  
 Weighing Division:  
 (604) 627-3035  
 Grain Inspection:  
 (604) 627-3036

Vancouver  
 601 West Hastings Street, 3rd Floor  
 V6B 5A6  
 (604) 666-0362

**MANITOBA**

Winnipeg  
**Head Office**  
 303 Main Street, Suite 600  
 R3C 3G8  
 (204) 983-2770

**ONTARIO**

Chatham  
 Federal Building  
 10 Centre Street, Room 220  
 Post Office Box 158  
 N7M 5K3  
 (519) 436-3190





Thunder Bay  
Post Office Building, Room 210  
221 North Archibald Street  
Post Office Box 400, Station F  
P7C 4V9  
(807) 623-5181

**QUEBEC**

Magog  
211 Merry Street South  
J1X 3L2  
(819) 847-3364

Montreal  
Coristine Building, Room 200  
410 St Nicolas Street  
H2Y 2P5  
(514) 283-7291

Quebec  
Post Office Box 4, Station B  
G1K 7A1  
(418) 648-4793

**SASKATCHEWAN**

Moose Jaw  
Postal Bag 4000  
S6H 8A3  
(306) 692-2141

Regina  
2629 29th Avenue, Suite 202  
S4S 2N9  
(306) 780-5035

Saskatoon  
119 4th Avenue South, Room 206  
S7K 5X2  
(306) 975-4308

**Canadian General Standards Board (CGSB)****ONTARIO**

Ottawa  
222 Queen Street, 14th Floor  
K1A 1G6  
(613) 941-8709

**Canadian Heritage Information Network (CHIN)****ONTARIO**

Ottawa  
365 Laurier Avenue West, 12th Floor  
K1A 0C8  
(613) 992-3333  
(613) 952-2318 (Fax)

**Canada Harbour Place Corporation (CHPC)****BRITISH COLUMBIA**

Vancouver  
999 Canada Place, Suite 1001  
V6C 3C1  
(604) 666-7200

**Canadian Human Rights Commission (CHRC)****ALBERTA**

Edmonton  
**Alberta and Northwest Territories Regional Office**  
10506 Jasper Avenue, Room 401  
T5J 2W9  
(403) 495-4040  
(Collect calls are accepted)

**BRITISH COLUMBIA**

Vancouver  
**Western Regional Office**  
605 Robson Street, Suite 750  
V6B 5J3  
(604) 666-2251  
(Collect calls are accepted)

**MANITOBA**

Winnipeg  
**Prairie Regional Office**  
200 Main Street, Suite 501  
R3C 1A8  
(204) 983-2189  
(Collect calls are accepted)

**NOVA SCOTIA**

Halifax  
**Atlantic Regional Office**  
Halifax Insurance Building, Suite 310  
5670 Spring Garden Road  
Post Office Box 3545, South Postal Station  
B3J 3J2  
(902) 426-8380  
(Collect calls are accepted)

**ONTARIO**

Ottawa  
**Headquarters**  
Place de Ville, Tower A, 13th Floor  
320 Queen Street  
K1A 1E1  
(613) 995-1151  
(Collect calls are accepted)

Ottawa  
**National Capital Regional Office**  
427 Laurier Avenue West, Suite 4000  
Post Office Box 2052, Station D  
K1P 5W3  
(613) 996-0026  
(Collect calls are accepted)

## Toronto

**Ontario Regional Office**  
1235 Bay Street, Room 200  
M5R 3K4  
(416) 973-5527  
(Collect calls are accepted)

**QUEBEC**

Montreal  
**Quebec Regional Office**  
1253 McGill College Avenue,  
Room 470  
H3B 2Y5  
(514) 283-5218  
(Collect calls are accepted)

**The Correctional Investigator Canada (CIC)****ONTARIO**

Ottawa  
Post Office Box 2324, Station D  
K1P 5W5  
(613) 993-6425

**Canadian Intergovernmental Conference Secretariat (CICS)****ONTARIO**

Ottawa  
110 O'Connor Street, 10th Floor  
Post Office Box 488, Station A  
K1N 8V5  
(613) 995-2341

**Canadian International Development Agency (CIDA)****ALBERTA**

Calgary  
**Regional Office**  
International Trade Centre  
510 5th Street South West,  
Suite 1100  
T2P 3S2  
(403) 292-4926  
(403) 292-4578 (Fax)

**BRITISH COLUMBIA**

Vancouver  
**Regional Office**  
International Trade Centre  
650 West Georgia Street, Suite 900  
Post Office Box 11610  
V6B 5H8  
(604) 666-1442  
(604) 666-8330 (Fax)

---

**Canadian International Development Agency (continued)**
**MANITOBA**

Winnipeg  
**Regional Office**  
 International Trade Centre  
 330 Portage Avenue  
 Post Office Box 981  
 R3C 2V2  
 (204) 983-7508  
 (204) 983-2187 (Fax)

**NEW BRUNSWICK**

Moncton  
**Regional Office**  
 770 Main Street, 12th Floor  
 Post Office Box 1210  
 E1C 8P9  
 (506) 851-6449  
 (506) 851-6429 (Fax)

**QUEBEC**

Hull  
**Head Office**  
 Place du Centre  
 200 Promenade du Portage  
 Mail: Ottawa, Ontario K1A 0G4  
 General Inquiries:  
 (819) 997-5456  
 Public Inquiries Centre:  
 (819) 997-5006

**Montreal**

**Regional Office**  
 International Trade Centre  
 800 Place Victoria, Room 3800  
 Post Office Box 247  
 H4Z 1E8  
 (514) 283-3428  
 (514) 283-8794 (Fax)

---

**Canadian International Grains Institute (CIGI)**
**MANITOBA**

Winnipeg  
**Head Office**  
 303 Main Street, Suite 1000  
 R3C 3G7  
 (204) 983-5344

---

**Canadian International Trade Tribunal (CITT)**
**ONTARIO**

Ottawa  
 Journal Tower South, 21st Floor  
 365 Laurier Avenue West  
 K1A 0G7  
 (613) 990-2452

---

**Canadian Judicial Council (CJC)**
**ONTARIO**

Ottawa  
 112 Kent Street, Room 450  
 K1A 0W8  
 (613) 998-5182

---

**Canada Lands Company Limited (CLC)**
**ONTARIO**

Ottawa  
 Sir Charles Tupper Building  
 Riverside Drive  
 K1A 0M2  
 (613) 736-2222

**QUEBEC**

Montreal  
 Old Port of Montreal Corporation Inc.  
 333 De la Commune Street West  
 H2Y 2E2  
 (514) 283-5256

---

**Canada Labour Relations Board (CLRB)**
**BRITISH COLUMBIA**

Vancouver  
**Western Region**  
 800 Burrard Street, Suite 1660  
 V6Z 2G7  
 (604) 666-6001

**MANITOBA**

Winnipeg  
**Central Region**  
 One Lakeview Square, Suite 300  
 155 Carlton Street  
 R3C 3H8  
 (204) 983-3145

**NOVA SCOTIA**

Dartmouth  
**Atlantic Region**  
 Queen Square, Suite 600  
 45 Alderney Drive  
 B2Y 2N6  
 (902) 426-7068

**ONTARIO**

Ottawa  
**Head Office**  
 C D Howe Building, 4th Floor West  
 240 Sparks Street  
 K1A 0X8  
 (613) 996-9466

**Toronto****Ontario Region**

1 Front Street West, 5th Floor East  
 M5J 1A5  
 (416) 973-3782

**QUEBEC****Montreal****Quebec Region**

Guy Favreau Complex  
 East Tower, Suite 1202  
 200 René Lévesque Boulevard West  
 H2Z 1X4  
 (514) 283-3258

---

**Court Martial Appeal Court of Canada (CMAC)**
**ONTARIO****Ottawa**

Federal Court of Canada Annex  
 Corner of Kent and Wellington  
 Streets  
 K1A 0H9  
 (613) 996-6795

---

**Canadian Museum of Civilization (CMC)**
**QUEBEC****Hull**

100 Laurier Street  
 Post Office Box 3100, Station B  
 J8X 4H2  
 (819) 776-7000

---

**Canada Mortgage and Housing Corporation (CMHC)**
**ALBERTA****Calgary****Branch Office**

708 11th Avenue South West,  
 Suite 500  
 Post Office Box 2560  
 T2P 2N9  
 (403) 292-6200  
 (403) 292-8894 (Service in French)  
 (403) 292-6238 (Fax)

**Edmonton****Branch Office**

Plaza 124, Suite 200  
 10216 124th Street  
 Post Office Box 1273  
 T5J 2M8  
 (403) 482-8700  
 (403) 482-8777 (Fax)





Lethbridge  
Lethbridge Centre Tower, Room 901  
400 4th Avenue South  
Post Office Box 907  
T1J 3Z8  
(403) 328-5581  
(403) 382-3192 (Fax)

## BRITISH COLUMBIA

Courtenay  
**Inspection Office**  
449 Cumberland Road  
Post Office Box 3337  
V9N 5N3  
(604) 338-8611  
(604) 338-7441 (Fax)

Cranbrook  
926 Baker Street, Suite 4  
V1C 1A5  
(604) 489-4111  
(604) 489-5738 (Fax)

Kamloops  
Bank of Montreal Tower, Suite 360  
175 Second Avenue  
V2C 5W1  
(604) 372-1711  
(604) 372-2130 (Fax)

Kelowna  
**Branch Office**  
565 Bernard Avenue, Suite 104  
V1Y 8R4  
(604) 861-6049  
(604) 861-6054 (Fax)

Prince George  
**Branch Office**  
Canada Trust Tower, Suite 300  
299 Victoria Street  
V2L 5B8  
(604) 561-5433  
(604) 561-5444 (Fax)

Terrace  
**Inspection Office**  
4722 Lakelse Avenue, Room 302  
V8G 1R6  
(604) 635-3933  
(604) 635-3813 (Fax)

Trail  
**Inspection Office**  
1000 Rossland Avenue  
Post Office Box 70  
V1R 4L3  
(604) 368-3811  
(604) 368-3880 (Fax)

Vancouver  
**British Columbia and Yukon Regional Office**  
World Trade Centre, Suite 450  
999 Canada Place  
V6C 3E1  
(604) 666-6758  
(604) 666-3020 (Fax)

Vancouver  
**Branch Office**  
South Granville Centre, Room 400  
2600 Granville Street  
V6H 3V7  
(604) 731-5733  
(604) 732-9944 (Fax)

Vancouver  
**Granville Island Office**  
1661 Duranleau Street  
V6H 3S3  
(604) 666-6655  
(604) 666-7376 (Fax)

Vancouver  
**Kitsilano Project Office**  
2555 Alma Street  
V6R 3R8  
(604) 666-1482  
(604) 666-1513 (Fax)

Victoria  
**Branch Office**  
1007 Fort Street  
Post Office Box 5066, Station B  
V8R 6N3  
(604) 363-3103  
(604) 363-3935 (Fax)

## MANITOBA

Brandon  
**Inspection Office**  
Rosser Mall, Unit G-435  
Rosser Avenue  
R7A 6S2  
(204) 726-7545  
(204) 726-7566 (Fax)

Winnipeg  
**Branch Office**  
10 Fort Street, 4th Floor  
Post Office Box 964  
R3C 2V2  
(204) 983-5600  
(204) 983-8046 (Fax)

## NEW BRUNSWICK

Fredericton  
**Branch Office**  
Kings Place, Suite 370  
440 King Street  
Post Office Box 158  
E3B 5R2  
(506) 452-3050  
(506) 454-0700 (Fax)

Moncton  
**Local Office**  
236 St George Street, Suite 225  
Post Office Box 5008  
E1C 8R2  
(506) 851-6116  
(506) 851-2123 (Fax)

Saint John  
**Atlantic Regional Office**  
1 Brunswick Square, Suite 1410  
Post Office Box 7320  
E2L 4S7  
(506) 636-4460  
Local Office:  
(506) 636-4988  
(506) 636-4607 (Fax)

## NEWFOUNDLAND

Corner Brook  
Herald Towers, Room 501  
4 Herald Avenue  
Post Office Box 548  
A2H 6E6  
(709) 637-4555  
(709) 637-4561 (Fax)

St John's  
**Branch Office**  
Prince Charles Building  
120 Torbay Road  
Post Office Box 9400, Station B  
A1A 3V6  
(709) 772-4400  
(709) 726-1166 (Fax)

## NORTHWEST TERRITORIES

Yellowknife  
**Branch Office**  
Precambrian Building, 8th Floor  
Post Office Box 2460  
X1A 2P8  
(403) 873-2637  
(403) 873-3922 (Fax)

## NOVA SCOTIA

Halifax  
**Branch Office**  
Tower 1, Suite 300  
7001 Mumford Road  
Post Office Box 9315, Station A  
B3K 5W9  
(902) 426-3530  
(902) 426-9991 (Fax)

Sydney  
320 Esplanade, Suite 301  
B1P 1A7  
(902) 564-7840  
(902) 564-7712 (Fax)

## ONTARIO

Barrie  
190 Cundles Road East, Suite 101  
L4M 4S5  
(705) 728-4811  
(705) 728-9017 (Fax)

Hamilton  
**Branch Office**  
350 King Street East, Suite 202  
Post Office Box 2056, Station A  
L8N 3R5  
(416) 572-2451  
(416) 572-2413 (Fax)

**Canada Mortgage and Housing Corporation** (*continued*)  
**ONTARIO** (*continued*)

**Kingston**

259 King Street East, Suite 300  
 Post Office Box 730  
 K7L 4X6  
 (613) 545-8040  
 (613) 545-8036 (Fax)

**Kitchener**

Commerce House, Suite 480  
 50 Queen Street North  
 Post Office Box 2067  
 N2H 6K8  
 (519) 571-6666  
 (519) 743-5974 (Fax)

**London**

**Branch Office**  
 285 King Street, 4th Floor  
 Post Office Box 2845  
 N6A 4H4  
 (519) 438-1731  
 (519) 438-5266 (Fax)

**North Bay**

593 Main Street East  
 Post Office Box 1260  
 P1B 8K5  
 (705) 472-7750  
 (705) 476-8127 (Fax)

**Oshawa**

2 Simcoe Street South, Suite 200  
 Post Office Box 890  
 L1H 7N1  
 (416) 571-3200  
 (416) 571-1523 (Fax)

**Ottawa**

**Head Office**  
 700 Montreal Road  
 K1A 0P7  
 (613) 748-2000  
 Publications:  
 (613) 748-2068

**Ottawa**

**Branch Office**  
 1565 Carling Avenue, Suite 300  
 Post Office Box 3516, Station C  
 K1Y 4G1  
 (613) 728-6884  
 (613) 724-7769 (Fax)

**Peterborough**

Peterborough Square Office Tower  
 340 George Street North, Suite 303  
 Post Office Box 689  
 K9J 6Z8  
 (705) 743-3584  
 (705) 743-9151 (Fax)

**Sault Ste Marie**

Station Tower, 2nd Floor  
 421 Bay Street  
 Post Office Box 189  
 P6A 5L6  
 (705) 759-1116  
 (705) 759-8597 (Fax)

**Sudbury**

**Branch Office**  
 Scotia Tower, Room 306  
 30 Cedar Street  
 Post Office Box 1300  
 P3E 4S7  
 (705) 671-4400  
 (705) 671-4394 (Fax)

**Thunder Bay**

**Branch Office**  
 Hong Kong Bank Building, Suite 200  
 28 North Cumberland Street  
 P7B 5E7  
 (807) 343-2010  
 (807) 345-0696 (Fax)

**Toronto**

**Ontario Regional Office**  
 2255 Sheppard Avenue East,  
 Suite E222  
 Willowdale  
 M2J 4Y1  
 (416) 495-2000  
 (416) 495-2004 (Fax)

**Toronto**

**Branch Office**  
 650 Lawrence Avenue West  
 M6A 1B2  
 (416) 781-2451 (automated service)  
 (416) 781-4473 (Fax)

**Toronto**

2235 Sheppard Avenue East,  
 11th Floor  
 M2J 5B5  
 Toronto Land Management  
 Operation:  
 (416) 756-2800 (automated service)  
 (416) 495-2005 (Fax)  
 NHA Mortgage-backed Securities  
 Centre:  
 (416) 756-0777  
 (416) 495-2006 (Fax)

**Windsor**

100 Ouellette Avenue, Suite 410  
 Post Office Box 240, Station A  
 N9A 6K7  
 (519) 256-8221  
 (519) 256-2773 (Fax)

**PRINCE EDWARD ISLAND**

**Charlottetown**

**Branch Office**  
 Royal Trust Tower, Suite 300  
 119 Kent Street  
 C1A 1N3  
 (902) 566-7336  
 (902) 566-7350 (Fax)

**QUEBEC**

**Chicoutimi**

**Branch Office**  
 Le Petit-Mail Building  
 326 Des Saguenéens Street  
 Post Office Box 34  
 G7H 5B5  
 (418) 698-5511  
 (418) 698-5519 (Fax)

**Hull**

**Branch Office**  
 259 St Joseph Boulevard, Suite 206  
 J8Y 6T1  
 (819) 770-1550  
 (819) 770-0347 (Fax)  
 (Collect calls accepted)

**Laval**

**Branch Office**  
 Bank of Montreal Building, Suite 400  
 2 Laval Place  
 Post Office Box 1500, Vimont Station  
 H7M 3Z2  
 (514) 967-3700  
 (514) 663-9376 (Fax)

**Longueuil**

**Branch Office**  
 45 Charles Lemoyne Place,  
 Suite 101  
 Post Office Box 250  
 J4K 1Z1  
 (514) 928-4000  
 (514) 928-4040 (Fax)

**Montreal**

**Quebec Regional Office**  
 Place du Canada, 11th Floor  
 1010 De la Gauchetière Street West  
 H3B 2P7  
 (514) 283-4464  
 (514) 283-7595 (Fax)

**Montreal**

**Branch Office**  
 1111 St Urbain Street, Suite 201  
 H2Z 1Y6  
 (514) 283-2222  
 (514) 283-0404 (Fax)

**Montreal**

**Benny Farm Project Office**  
 3290 Cavendish Boulevard  
 H4B 2M7  
 (514) 283-4173  
 (514) 283-7668 (Fax)

**Quebec**

**Branch Office**  
 Place de la Cité, Suite 900  
 2590 Laurier Boulevard  
 Post Office Box 70  
 Sainte-Foy  
 G1V 4C8  
 (418) 649-8080  
 (418) 649-8099 (Fax)





Rimouski  
**Branch Office**  
 320 St Germain Street East,  
 Room 701  
 Post Office Box 1190  
 G5L 7R1  
 (418) 722-3388  
 (418) 722-3188 (Fax)

Sept-Îles  
**Branch Office**  
 Le Concorde Building, Room 46  
 350 Smith Street  
 G4R 3X2  
 (418) 962-5136  
 (418) 968-6309 (Fax)

Sherbrooke  
 2355 King Street West, Room 201  
 Post Office Box 2120  
 J1J 3Y1  
 (819) 564-4220  
 (819) 564-4281 (Fax)

Trois-Rivières  
 1410 Des Cyprès Street, Suite 200  
 Post Office Box 1027  
 G9A 5K4  
 (819) 371-5209  
 (819) 371-5214 (Fax)

Val-d'Or  
**Branch Office**  
 600 Centrale Avenue  
 Post Office Box 760  
 J9P 4P8  
 (819) 824-3649  
 (819) 824-2488 (Fax)

## SASKATCHEWAN

Regina  
**Branch Office**  
 3303 Hillside Street  
 Post Office Box 1186  
 S4P 3B6  
 (306) 780-5880  
 (306) 780-6645 (Fax)

Saskatoon  
**Prairie and Northwest Territories  
 Regional Office**  
 410 22nd Street East, Suite 300  
 S7K 5T6  
 (306) 975-4929  
 (306) 975-5134 (Fax)

Saskatoon  
**Branch Office**  
 119 4th Avenue South, Suite 301  
 Post Office Box 1107  
 S7K 3N2  
 (306) 975-4900  
 (306) 975-6066 (Fax)

## YUKON

Whitehorse  
**Branch Office**  
 3106 3rd Avenue, Suite 402  
 Y1A 5G1  
 (403) 667-4236  
 (403) 668-3504 (Fax)

## Canadian Museum of Nature (CMN)

## ONTARIO

Ottawa  
 Victoria Memorial Museum Building  
 240 McLeod Street  
 Post Office Box 3443, Station D  
 K1P 6P4  
 (613) 996-3102

## Canadian National (CN)

## ALBERTA

Calgary  
**CN Exploration Inc.**  
 530 8th Avenue South West,  
 Suite 1300  
 T2P 3S8  
 (403) 237-5900

Calgary  
**Marketing and Sales**  
 Bow Valley Square 3, Suite 900  
 255 5th Avenue South West  
 T2P 3G6  
 (403) 299-0664

Edmonton  
**Western Canada Headquarters**  
 10004 104th Avenue  
 T5J 0K2  
 (403) 421-6110

## BRITISH COLUMBIA

Vancouver  
 First City Building, Room 2000  
 777 Hornby Street  
 V6Z 1S4  
 (604) 665-4202

## MANITOBA

Winnipeg  
 123 Main Street, Room 224  
 R3C 1A3  
 Public Affairs:  
 (204) 988-8444

## NEW BRUNSWICK

Moncton  
**Atlantic Region Headquarters**  
 CN Terminal Building  
 1234 Main Street  
 E1C 1H7  
 (506) 853-2121

Saint John  
 Post Office Box 3460, Station B  
 E2M 4X2  
 (506) 635-2200

## NOVA SCOTIA

Halifax  
 Cogswell Tower, Suite 1018  
 2000 Barrington Street  
 B3J 3K1  
 (902) 428-5281

Sydney  
 109 Ferry Street  
 Post Office Box 1899  
 B1P 6W4  
 (902) 567-3207

## ONTARIO

Ottawa  
**CN Government Affairs**  
 Chateau Laurier, Suite 110  
 1 Rideau Street  
 K1N 8S7  
 (613) 230-9580  
 (613) 230-9324 (Fax)

Toronto  
**Great Lakes Region Headquarters**  
 277 Front Street West  
 M5V 2X7  
 (416) 217-2000

Toronto  
**CN Real Estate**  
 200 King Street West, Suite 1509  
 M5H 3T4  
 (416) 974-9700

Toronto  
**CN Tower Limited**  
 301 Front Street West  
 M5V 2T6  
 (416) 360-8500

## PRINCE EDWARD ISLAND

Charlottetown  
 420 University Avenue, Room 103  
 C1A 7Z5  
 (902) 894-7338

## QUEBEC

Montreal  
**Headquarters**  
 935 De la Gauchetière Street West  
 Post Office Box 8100, Station A  
 H3C 3N4  
 (514) 399-5430  
 (514) 399-5586 (Fax)

Montreal  
**St Lawrence Region Headquarters**  
 1060 University Street, 6th Floor  
 H3B 3A2  
 (514) 399-5430

**Canadian National** (*continued*)  
**QUEBEC** (*continued*)

**Montreal**

**CANAC International Inc.**  
 1100 University Street, Suite 500  
 H3B 3A5  
 (514) 399-5741  
 (514) 399-8298 (Fax)

**Montreal**

**CN Investment Division**  
 5 Place Ville Marie, Suite 1515  
 Post Office Box 11002  
 H3C 4T2  
 (514) 399-4811  
 (514) 399-7476 (Fax)

**Quebec**

**Quebec District**  
 25 Place du Marché Champlain  
 G1K 4H2  
 (418) 691-2744

---

**Communications Canada (COM)**

---

**ALBERTA**

**Calgary**

**District Office**  
 Harry Hays Building, Room 820  
 220 4th Avenue South East  
 T2G 4X3  
 (403) 292-4202

**Edmonton**

**District Office**  
 Canada Place, Suite 1610  
 9700 Jasper Avenue  
 T5J 4C3  
 (403) 495-2472

**Grande Prairie**

**District Office**  
 214 Place, 8th Floor  
 9909 102nd Street  
 T8V 2V4  
 (403) 532-3533

**BRITISH COLUMBIA**

**Cranbrook**

**Kootenays Field Office**  
 101 10th Avenue South, Room 203  
 V1C 2N1  
 (604) 426-8908

**Kelowna**

**Okanagan District Office**  
 Federal Building, Room 304  
 471 Queensway Avenue  
 V1Y 6S5  
 (604) 861-6037

**Langley**

3884 192nd Street East  
 Post Office Box 3396  
 V3A 4R7  
 (604) 576-8691

**Prince George**

**Northern BC District Office**  
 280 Victoria Street, Room 515  
 V2L 4X3  
 (604) 561-5291

**Prince Rupert**

**Skeena Field Office**  
 Pride O'North Mall, Room 583  
 309 2nd Avenue West  
 V8J 3T1  
 (604) 627-3045

**Vancouver**

**Pacific Regional Office and Lower Mainland District Office**  
 800 Burrard Street, Room 1700  
 V6Z 2J7  
 (604) 666-5468

**Victoria**

**Vancouver Island District Office**  
 Canada Custom House, Room 224  
 816 Government Street  
 V8W 1W9  
 (604) 363-3803

**MANITOBA**

**Brandon**

**Sub-Office**  
 153 11th Street, Room 201  
 R7A 4J5  
 (204) 726-7583

**Winnipeg**

**Prairies and Northwest Territories Regional Office**  
 386 Broadway, 2nd Floor  
 R3C 3Y9  
 (204) 983-4391  
 District Office:  
 (204) 983-5591

**NEW BRUNSWICK**

**Bathurst**

**Sub-Office**  
 159 Main Street, 3rd Floor  
 Post Office Box 155  
 E2A 3Z2  
 (506) 548-7480

**Moncton**

**Atlantic Regional Office**  
 Terminal Plaza Building  
 1222 Main Street, 7th Floor  
 Post Office Box 5090  
 E1C 8R2  
 (506) 851-6525  
 Sub-Office:  
 (506) 851-6526

**Saint John**

**District Office**  
 Customs Building, Room 337  
 189 Prince William Street  
 E2L 2B9  
 (506) 636-4889

**NEWFOUNDLAND**

**Corner Brook**

**Sub-Office**  
 Federal Building  
 Main Street  
 Post Office Box 811  
 A2H 6H6  
 (709) 637-4480

**St John's**

**District Office**  
 Building 302, 2nd Floor  
 Pleasantville  
 Post Office Box 9277, Station B  
 A1A 2X9  
 (709) 772-4889

**NORTHWEST TERRITORIES**

**Yellowknife**

**District Office**  
 Precambrian Building, 10th Floor  
 Post Office Box 2700  
 X1A 2R1  
 (403) 920-6603

**NOVA SCOTIA**

**Halifax**

**District Office**  
 Willow Tree Tower, 9th Floor  
 6009 Quinpool Road  
 B3K 5J7  
 (902) 426-3810  
 Government Telecommunications:  
 (902) 426-2323

**Sydney**

**Sub-Office**  
 Arts Building, 1st Floor  
 196 George Street  
 Post Office Box 1927  
 B1P 6W4  
 (902) 564-7000

**ONTARIO**

**Acton**

**Regional Spectrum Services Centre**  
 Rural Route 2  
 Post Office Box 30  
 L7J 2M2  
 (519) 853-2840

**Belleville**

**District Office**  
 280 Pinnacle Street  
 Post Office Box 380  
 K8N 5A5  
 (613) 969-3629

**Hamilton**

**District Office**  
 135 James Street South, Room 210  
 L8P 2Z6  
 (416) 572-2301





**Kenora**  
**Sub-Office**  
 Federal Building, Room 146  
 100 Park Street South  
 Post Office Box 1200  
 P9N 3X7  
 (807) 468-9041

**Kingston**  
**Sub-Office**  
 Federal Building, Room 215  
 120 Clarence Street  
 Post Office Box 633  
 K7L 4X1  
 (613) 545-8057

**Kitchener**  
**District Office**  
 30 Duke Street West, 5th Floor  
 N2H 3W5  
 (519) 571-6610

**London**  
**District Office**  
 Federal Building, Room 1112  
 451 Talbot Street  
 N6A 5C9  
 (519) 645-4336

**Ottawa**  
**Head Office**  
 Journal Tower North  
 300 Slater Street  
 K1A 0C8  
 (613) 990-4842

**Ottawa**  
**District Office**  
 Trebla Building, Room 100B  
 473 Albert Street  
 K1R 5B4  
 (613) 998-3693

**Sault Ste Marie**  
**District Office**  
 421 Bay Street  
 Post Office Box 727  
 P6A 5N3  
 (705) 946-4139

**Sudbury**  
**Sub-Office**  
 19 Lisgar Street, Room 301  
 Post Office Box 1120, Station B  
 P3E 4S6  
 (705) 671-0658  
 (705) 671-4170

**Thunder Bay**  
**Sub-Office**  
 Federal Building, Room 321  
 33 South Court Street  
 P7B 2W6  
 (807) 345-1661

**Toronto**  
**Regional and District Offices**  
 55 St Clair Avenue East, Room 909  
 M4T 1M2  
 (416) 973-8215

**Windsor**  
**Sub-Office**  
 880 Ouellette Avenue, Room 803  
 Post Office Box 450  
 N9A 6L7  
 1-800-265-1273

#### PRINCE EDWARD ISLAND

**Charlottetown**  
**District Office**  
 Dominion Building, Suite 324  
 97 Queen Street  
 C1A 4A9  
 (902) 566-7000

#### QUEBEC

**Chicoutimi**  
**District Office**  
 942 Chabanel Street, Suite 1  
 G7H 5W2  
 (418) 698-5533

**Laval**  
**Canadian Workplace Automation Research Centre (CWARC)**  
 1575 Chomédey Boulevard  
 H7V 2X2  
 (514) 682-3400

**Montreal**  
**Quebec Regional Office**  
 715 Peel Street, Suite 306  
 H3C 4S2  
 (514) 283-2307  
 Sound Recording Development Program:  
 (514) 283-8626

**Montreal**  
**District Office**  
 Guy Favreau Complex  
 East Tower, Suite 1214  
 200 René Lévesque Boulevard West  
 H2Z 1X4  
 (514) 283-5682

**Quebec**  
**District Office**  
 1141 De l'Église Route, 5th Floor  
 Sainte-Foy  
 G1V 3W5  
 (418) 648-3880

**Rimouski**  
**Sub-Office**  
 140 St Germain Street West,  
 Room 206  
 G5L 4B5  
 (418) 722-3072

**Saint-Rémi**  
**Regional Spectrum Services Centre**  
 1239 Montée Sainte-Thérèse  
 Post Office Box 638  
 J0L 2L0  
 (514) 454-5101

**Sherbrooke**  
**District Office**  
 2665 King Street West, Room 600  
 J1L 1C1  
 (819) 564-5543

**Trois-Rivières**  
**Sub-Office**  
 1285 Notre Dame Street, Room 267  
 Post Office Box 67  
 G9A 5E3  
 (819) 371-5173

**Val-d'Or**  
**Sub-Office**  
 1275 7th Street  
 Post Office Box 695  
 J9P 4P6  
 (819) 824-8674

#### SASKATCHEWAN

**Regina**  
**District Office**  
 Avord Towers, Suite 1020  
 2002 Victoria Avenue  
 S4P 0R7  
 (306) 780-5010

**Saskatoon**  
**District Office**  
 Avord Towers, Room 1150  
 606 Spadina Crescent East  
 S7K 3H1  
 (306) 975-4896

#### YUKON

**Whitehorse**  
**District Office**  
 300 Main Street, Suite 410  
 Y1A 2B5  
 (403) 667-5102

#### CORCAN (CORC)

#### BRITISH COLUMBIA

**Abbotsford**  
**Western Area Office**  
 Regional Administrator  
 32560 Simon Avenue  
 Post Office Box 4500  
 Matsqui  
 V2T 5L7  
 (604) 854-2520  
 (604) 854-2581 (Fax)

#### ONTARIO

**Kingston**  
**Central Area Office**  
 993 Princess Street  
 Post Office Box 1174  
 K7L 4Y8  
 (613) 545-8251  
 (613) 545-8247 (Fax)

**CORCAN (continued)****ONTARIO (continued)****Ottawa****Corporate Headquarters**

340 Laurier Avenue West  
3rd Floor, Section F  
K1A 0P9

(613) 996-4530

(613) 996-8025 (Fax)

Sales:

(613) 996-8583

**QUEBEC****Montreal****Eastern Area Office**

9300 Meilleur Street  
H2N 2B6

(514) 283-6072

(514) 283-5883 (Fax)

**SASKATCHEWAN****Saskatoon****Western Area Office**

Regional Administrator  
2313 Hanselman Place  
Post Office Box 9223  
S7K 3X5

(306) 975-5026

(306) 975-5401 (Fax)

**Canadian Pari-Mutuel Agency (CPMA)****BRITISH COLUMBIA****New Westminster**

620 Royal Avenue, Room 102  
Post Office Box 2525

V3L 5A8

(604) 666-3556

**NOVA SCOTIA****Bedford****Regional Office**

1600 Bedford Highway, Suite 416  
B4A 1E8

(902) 426-9114

(902) 426-1750 (Fax)

**ONTARIO****Jerseyville****Equine Drug Evaluation Centre**

115 Sunnyridge Road  
Rural Route 1

L0R 1R0

(416) 648-3033

(416) 648-8425 (Fax)

**London**

451 Talbot Street, Suite 702

N6A 5C9

(519) 645-5006

(519) 645-5990 (Fax)

**Ottawa****Headquarters**

Post Office Box 5904, Station F  
K2C 3X7

(613) 998-4922

(613) 952-7466 (Fax)

**QUEBEC****Montreal****Regional Office**

555 Dr Frederik Philips Boulevard,  
Suite 480

Saint-Laurent

H4M 2X4

(514) 283-5181

(514) 283-2286 (Fax)

**Canadian Radio-television and Telecommunications Commission (CRTC)****BRITISH COLUMBIA****Vancouver****Regional Office**

800 Burrard Street, Suite 1380  
V6Z 2G7

(604) 666-2111

**MANITOBA****Winnipeg****Regional Office**

275 Portage Avenue, Suite 1810  
R3B 2B3

(204) 983-6306

**NOVA SCOTIA****Halifax****Regional Office**

Bank of Commerce Building,  
Suite 1007

1809 Barrington Street

B3J 3K8

(902) 426-7997

**QUEBEC****Hull****Head Office**

Les Terrasses de la Chaudière  
1 Promenade du Portage

Mail: Ottawa, Ontario K1A 0N2

(819) 997-0313

**Montreal****Regional Office**

Guy Favreau Complex

East Tower, Suite 602

200 René Lévesque Boulevard West  
H2Z 1X4

(514) 283-6607

**Correctional Service Canada (CSC)****ALBERTA****Calgary****Area Parole Office**

Sam Livingston Building, Suite 200  
510 12th Avenue South West

T2R 0H8

(403) 292-5526

(403) 292-5533 (Fax)

**Drumheller****Drumheller Institution**

Post Office Box 3000

T0J 0Y0

(403) 823-5101

(403) 823-8666 (Fax)

**Edmonton****District and Area Parole Office**

Northern Alberta and Northwest  
Territories

9530 101st Avenue North West,  
2nd Floor

T5H 0B3

(403) 495-3374

(403) 495-2266 (Fax)

**Edmonton****Edmonton Institution**

Post Office Box 2290

T5J 3H7

(403) 472-6052

(403) 495-6036 (Fax)

**Innisfail****Bowden Institution**

Post Office Box 6000

T0M 1A0

(403) 227-3391

(403) 227-6022 (Fax)

**BRITISH COLUMBIA****Abbotsford****Pacific Regional Headquarters**

32560 Simon Avenue, 2nd Floor  
Post Office Box 4500

Matsqui

V2T 5L7

(604) 854-2681

(604) 854-2430 (Fax)

**Abbotsford****Regional Psychiatric Centre**

33344 King Road

Post Office Box 3000

V2S 4P4

(604) 853-7464

(604) 853-6992 (Fax)





## Abbotsford

**District and Area Parole Office**

33119 South Fraser Way, Suite 200  
V2S 2B1  
(604) 854-2585  
District Office:  
(604) 854-2590 (Fax)  
Area Office:  
(604) 854-2584 (Fax)

## Abbotsford

**Matsqui Institution**

Post Office Box 2500  
(Inmate Mail: Post Office Box 4000)  
V2S 4P3  
(604) 859-4841  
(604) 850-8375 (Fax)

## Abbotsford

**Material Management Centre**

Post Office Box 3333  
V2S 5X7  
(604) 854-2695  
(604) 854-2567 (Fax)

## Abbotsford

**Sumas Community Correctional Centre**

33344 King Road  
Post Office Box 248  
V2S 4N9  
(604) 859-1516  
(604) 859-5591 (Fax)

## Agassiz

**Kent Institution**

Post Office Box 1500  
(Inmate Mail: Post Office Box 2000)  
V0M 1A0  
(604) 796-2121  
(604) 796-9563 (Fax)

## Agassiz

**Mountain Institution**

Southerland Road  
Post Office Box 1200  
V0M 1A0  
(604) 796-2231  
(604) 796-3050 (Fax)

## Chilliwack

**Area Parole Office**

Nowell Centre, 2nd Floor  
9300 Nowell Street  
V2P 2M7  
(604) 792-8646  
(604) 792-2463 (Fax)

## Harrison Mills

**Elbow Lake Institution**

V0M 1L0  
(604) 796-2101  
(604) 796-3261 (Fax)

## Kamloops

**Area Parole Office**

Centennial Building  
175 2nd Avenue, Suite 590  
V2C 5W1  
(604) 374-6901  
(604) 374-7220 (Fax)

## Kelowna

**Parole Office**

478 Bernard Avenue, Suite 307  
V1Y 6N7  
(604) 861-6553  
(604) 861-8837 (Fax)

## Mission

**Ferndale Institution**

33737 Dewdney Trunk Road  
Post Office Box 50  
V2V 4L8  
(604) 826-5410  
(604) 826-5519 (Fax)

## Mission

**Mission Institution**

8751 Stave Lake Road  
Post Office Box 60  
V2V 4L8  
(604) 826-1231  
(604) 826-8632 (Fax)

## Nanaimo

**Area Parole Office**

60 Front Street, Room 104  
Post Office Box 4600  
V9R 6E8  
(604) 754-0264  
(604) 754-0266 (Fax)

## New Westminster

**Area Parole Office**

549 Columbia Street, Suite 410  
V3L 1B3  
(604) 666-2302  
(604) 666-7523 (Fax)

## Prince George

**District and Area Parole Office**

Northern and Interior British Columbia  
Royal Bank Building  
550 Victoria Street  
V2L 2K1  
(604) 561-5314  
(604) 561-5537 (Fax)

## Terrace

**Area Parole Office**

4618 Lazelle Avenue, Suite 222  
V8G 1S5  
(604) 638-8168  
(604) 635-6213 (Fax)

## Vancouver

**District and Area Parole Office**

594 East 15th Avenue  
V5T 2R5  
(604) 666-3731  
(604) 666-2000 (Fax)

## Vancouver

**Area Parole Office**

Vancouver North  
120 Lonsdale Avenue, Suite 307  
North Vancouver  
V7M 2E8  
(604) 666-2236  
(604) 666-1914 (Fax)

## Victoria

**District and Area Parole Office**

816 Government Street, Suite 323  
V8W 1W9  
(604) 363-3267  
District Office:  
(604) 363-3969 (Fax)  
Area Office:  
(604) 363-3260 (Fax)

## Victoria

**William Head Institution**

Post Office Box 4000  
Postal Station A  
V8X 3Y8  
(604) 363-4642  
(604) 363-5983 (Fax)

## MANITOBA

## Brandon

**Area Parole Office**

531 Princess Avenue  
R7A 0P1  
(204) 726-7597  
(204) 726-7639 (Fax)

## Stonewall

**Rockwood Institution**

Post Office Box 72  
R0C 3A0  
(204) 344-5111  
(204) 344-5506 (Fax)

## Stonewall

**Stony Mountain Institution**

Mail: Post Office Box 4500  
Winnipeg R3C 3W8  
(204) 453-5111  
(204) 453-5482 (Fax)

## Thompson

**Area Parole Office**

83 Churchill Drive, Suite 302  
R8N 0L6  
(204) 677-6970  
(204) 677-6976 (Fax)

## Winnipeg

**District Parole Office**

Manitoba and Northwestern Ontario  
470 Notre Dame Avenue, 2nd Floor  
R3B 1R5  
(204) 983-4306  
(204) 983-5869 (Fax)

## Winnipeg

**Osborne Community Correctional Centre**

45 Edmonton Street  
R3C 1P8  
(204) 983-2315  
(204) 983-1591 (Fax)

## NEW BRUNSWICK

## Bathurst

**Newcastle Area Office**

159 Main Street, Suite 305  
E2A 1A6  
(506) 548-7751  
(506) 548-7396

**Correctional Service Canada***(continued)***NEW BRUNSWICK** *(continued)*

Dorchester

**Dorchester Penitentiary**

Drawer A

(Inmate Mail: Post Office Box 400)

E0A 1M0

(506) 379-2471

(506) 379-6236 (Fax)

Dorchester

**Westmorland Institution**

Post Office Box 130

E0A 1M0

(506) 379-2471

(506) 379-2284 (Fax)

Fredericton

**Area Parole Office**

412 Queen Street

Post Office Box 4555, Station A

E3B 5G4

(506) 452-3275

(506) 452-2487 (Fax)

Grand Falls

**Area Parole Office**

Post Office Box 2785

E0J 1M0

(506) 473-6860

(506) 473-5850 (Fax)

Moncton

**Atlantic Regional Headquarters**

Terminal Plaza Building, 2nd Floor

1222 Main Street

E1C 1H6

(506) 857-6313

(506) 857-6316 (Fax)

Moncton

**District and Area Parole Office**New Brunswick and Prince Edward  
Island

1 Factory Lane

E1C 9M3

(506) 851-6350

(506) 851-2057 (Fax)

Newcastle

**Resident Parole Office**

150 Pleasant Street, 3rd Floor

E1V 1Y1

(506) 622-8393

(506) 622-5009 (Fax)

Renous

**Atlantic Institution**

Post Office Box 74

E0C 1X0

(506) 622-2894

(506) 622-7617 (Fax)

Saint John

**Area Parole Office**

LaTour Terrace, 5th Floor

61 Union Street

E2L 1A2

(506) 636-4795

(506) 636-4870 (Fax)

Saint John

**Paratown Community Correctional  
Centre**

YMCA Building, 4th Floor

25 Hazen Avenue

E2L 3G6

(506) 636-4764

(506) 648-4870 (Fax)

**NEWFOUNDLAND**

Corner Brook

**Area Parole Office**

Milbrook Mall, Suite 324

Post Office Box 986

A2H 6J3

(709) 637-4288

(709) 637-4384 (Fax)

Grand Falls – Windsor

**Resident Parole Office**

Town Square Mall, Main Floor

High Street

Post Office Box 271

A2A 2J7

(709) 489-5124

(709) 489-9715 (Fax)

St John's

**District and Area Parole Office**

102 Churchill Avenue

A1A 1N1

(709) 772-5359

(709) 772-6415 (Fax)

**NORTHWEST TERRITORIES**

Yellowknife

**Area Parole Office**

4908 49th Street

Post Office Box 2430

X1A 2P8

(403) 920-6610

(403) 920-6612 (Fax)

**NOVA SCOTIA**

Halifax

**District and Area Parole Office**

1809 Barrington Street

B3J 3K8

(902) 426-6717

District Office:

(902) 426-7921 (Fax)

Area Office:

(902) 426-8000 (Fax)

Halifax

**Area Parole Office**

1888 Brunswick Street, Suite 609

B3J 3J8

(902) 426-3408

(902) 426-3409

(902) 426-8000 (Fax)

Halifax

**Carlton Community Correctional  
Centre**

5853 College Street

B3H 1X5

(902) 426-2601

(902) 426-5816 (Fax)

Halifax

**Carlton Centre Annex**

2044 Gottingen Street, 5th Floor

B3K 3A9

(902) 426-2537

(902) 426-6576 (Fax)

Kentville

**Area Parole Office**

491 Main Street

B4N 1K9

(902) 679-5311

(902) 678-0797 (Fax)

Springhill

**Springhill Institution**

McGee Street

Post Office Box 2140

B0M 1X0

(902) 597-3755

(902) 597-3562 (Fax)

Sydney

**Area Parole Office**

196 George Street, 2nd Floor

B1P 1J3

(902) 564-7300

(902) 564-2742 (Fax)

Truro

**Area Parole Office**

46 Inglis Place, Suite 5

B2N 4B4

(902) 893-6760

(902) 893-4961 (Fax)

**ONTARIO**

Barrie

**Area Parole Office**

48 Owen Street, Suite 302

L4M 3H1

(705) 722-4190

(705) 722-0256 (Fax)

Bath

**Bath Institution**

Post Office Box 1500

K0H 1G0

(613) 352-3371

(613) 352-5616 (Fax)





## Bath

**Millhaven Institution**  
Highway 33  
Post Office Box 280  
K0H 1G0  
(613) 352-3371  
(613) 352-5539 (Fax)

## Brampton

**Interviewing Office**  
8 Main Street South, 2nd Floor  
L6W 2C3  
(416) 454-3538

## Brantford

**Area Parole Office**  
Federal Building, Suite 212  
58 Dalhousie Street  
N3T 2J2  
(519) 756-7820  
(519) 756-4924 (Fax)

## Campbellford

**Warkworth Institution**  
Post Office Box 760  
K0L 1L0  
(705) 924-2210  
(705) 924-3351 (Fax)

## Gravenhurst

**Area Parole Office**  
Muskoka  
Rae Road  
Post Office Box 4000  
P1P 1X5  
(705) 687-0063  
(705) 687-1082 (Fax)

## Gravenhurst

**Beaver Creek Institution**  
Rae Road  
Post Office Box 1240  
P1P 1W9  
(705) 687-6641  
(705) 687-5010 (Fax)

## Guelph

**Area Parole Office**  
42 Wyndham Street North, 3rd Floor  
N1H 4E6  
(519) 821-2250  
(519) 763-7809 (Fax)

## Hamilton

**Area Parole Office**  
150 Main Street West, Room 411  
L8P 1H8  
(416) 572-2695  
(416) 572-2072 (Fax)

## Hamilton

**Community Correctional Centre**  
94 York Boulevard, 3rd Floor  
L8R 1R6  
(416) 570-8010  
(416) 570-8018 (Fax)

## Kenora

**Area Parole Office**  
Bannister Centre, 2nd Floor  
301 First Avenue South  
P9N 1W2  
(807) 468-6726  
(807) 468-8734 (Fax)

## Kingston

**Ontario Regional Headquarters**  
440 King Street West  
Post Office Box 1174  
K7L 4Y8  
(613) 545-8289  
(613) 545-8882 (Fax)

## Kingston

**Regional Treatment Centre**  
555 King Street West  
Post Office Box 22  
K7L 4V7  
(Send inmates' mail to Kingston Penitentiary.)  
(613) 545-8460  
(613) 545-9579 (Fax)

## Kingston

**District Office**  
Eastern and Northern Ontario  
920 Princess Street, Suite 203  
K7L 1H1  
(613) 545-8734  
(613) 545-8079 (Fax)

## Kingston

**Centre for Correctional Learning**  
443 Union Street West  
Post Office Box 260  
K7L 2R8  
(613) 547-7502  
(613) 545-8190 (Fax)

## Kingston

**Collins Bay Institution**  
455 Bath Road  
Post Office Box 190  
K7L 4V9  
(613) 545-8598  
(613) 545-8824 (Fax)

## Kingston

**Frontenac Institution**  
455 Bath Road  
Post Office Box 7500  
K7L 5E6  
(613) 545-8598  
(613) 545-8823 (Fax)

## Kingston

**Joyceville Institution**  
Highway 15  
Post Office Box 880  
K7L 4X9  
(613) 542-4554  
(613) 542-6898 (Fax)

## Kingston

**Kingston Penitentiary**  
555 King Street West  
Post Office Box 22  
K7L 4V7  
(613) 545-8460  
(613) 545-8826 (Fax)

## Kingston

**Pittsburgh Institution**  
Highway 15  
Post Office Box 4510  
K7L 5E5  
(613) 542-4554  
(613) 542-9167 (Fax)

## Kingston

**Portsmouth Community Correctional Centre**  
508 Portsmouth Avenue  
K7M 1V8  
(613) 545-8362  
(613) 545-8707 (Fax)

## Kingston

**Prison for Women**  
40 Sir John A Macdonald Boulevard  
Post Office Box 515  
K7L 4W7  
(613) 545-8527  
(613) 545-8816 (Fax)

## Kingston

**Prison for Women – Minimum Security**  
525 King Street West  
K7L 2X9  
(613) 545-8845  
(613) 545-8816 (Fax)

## London

**District and Area Parole Office**  
Western Ontario  
457 Richmond Street, 4th Floor  
N6A 4W1  
District Office:  
(519) 645-5202  
(519) 645-4185 (Fax)  
Area Office:  
(519) 645-4253  
(519) 645-0703 (Fax)

## Mississauga

**Area Parole Office**  
3050 Confederation Parkway,  
Suite 201  
L5B 3Z6  
(416) 277-6464  
(416) 277-6455 (Fax)

## Oshawa

**Area Parole Office**  
310 Simcoe Street South, 2nd Floor  
L1H 4G7  
(416) 579-9279  
(416) 579-5268 (Fax)

**Correctional Service Canada***(continued)***ONTARIO** *(continued)***Ottawa****National Headquarters**

Sir Wilfrid Laurier Building  
340 Laurier Avenue West  
K1A 0P9  
(613) 992-5891  
(613) 996-5049 (Fax)

**Ottawa****Area Parole Office**

Trafalgar Building, 1st Floor  
207 Queen Street  
K1P 6E5  
(613) 996-7011  
(613) 954-1687 (Fax)

**Peterborough****Area Parole Office**

185 King Street, 2nd Floor  
Post Office Box 688  
K9J 2R8  
(705) 742-8889  
(705) 749-9568 (Fax)

**St Catharines****Area Parole Office**

55 King Street, Suite 200  
L2R 3H5  
(416) 684-4386  
(416) 684-9766 (Fax)

**Sault Ste Marie****Area Parole Office**

125 Queen Street East  
P6A 1Y6  
(705) 942-3121  
(705) 949-3031 (Fax)

**Sudbury****Area Parole Office**

Federal Building, Room 309  
19 Lisgar Street  
P3E 3L4  
(705) 671-0600  
(705) 671-4125 (Fax)

**Thunder Bay****Area Parole Office**

1265 East Arthur Street, Suite 109  
P7E 6E7  
(807) 623-3381  
(807) 623-9215 (Fax)

**Timmins****Area Parole Office**

134 Cedar Street South  
P4N 2G8  
(705) 264-9535  
(705) 264-5794 (Fax)

**Toronto****District Office**

Central Ontario  
330 Keele Street, Main Floor  
M6P 2K7  
(416) 604-4390  
(416) 973-9723 (Fax)

**Toronto****Area Parole Office**

Downtown Toronto  
180 Dundas Street West  
M5G 1Z8  
(416) 973-3461  
(416) 973-3465 (Fax)

**Toronto****Area Parole Office**

Toronto East  
200 Town Centre Court, Suite 820  
Scarborough  
M1P 4X8  
(416) 973-4586  
(416) 973-5127 (Fax)

**Toronto****Area Parole Office**

Toronto West  
2 Dunbloor Road, Suite 106  
M9A 2E4  
(416) 954-3093  
(416) 954-3092 (Fax)

**Toronto****Keele Community Correctional Centre**

330 Keele Street, 2nd Floor  
M6P 2K7  
(416) 762-8171  
(416) 762-9118 (Fax)

**Windsor****Area Parole Office**

441 University Avenue West,  
Suite 205  
N9A 5P9  
(519) 252-4425  
(519) 252-1605 (Fax)

**PRINCE EDWARD ISLAND****Charlottetown****Area Parole Office**

Dominion Building, Room 206  
97 Queen Street  
C1A 4A9  
(902) 566-7177  
(902) 566-7545 (Fax)

**QUEBEC****Chicoutimi****Area Parole Office**

222 Racine Street East, Room 203  
G7H 1R9  
(418) 698-5656  
(418) 698-5588 (Fax)

**Cowansville****Cowansville Institution**

400 Fordyce Street  
Rural Route 1  
J2K 3G6  
(514) 263-3073  
(514) 263-0325 (Fax)

**Donnacona****Donnacona Institution**

1538 Route 138  
G0A 1T0  
(418) 285-2455  
(418) 874-1603 (Fax)

**Drummondville****Drummond Institution**

2025 Jean de Bréboeuf Boulevard  
J2B 7Z6  
(819) 477-5112  
(819) 477-5664 (Fax)

**Granby****Area Parole Office**

180 Principale Street, 2nd Floor  
J2G 2V6  
(514) 372-5861  
(514) 372-4754 (Fax)

**Hull****Area Parole Office**

15 Gamelin Boulevard, Room 102  
J8Y 1V4  
(819) 997-2662  
(819) 953-9490 (Fax)

**La Macaza****La Macaza Institution**

321 De l'Aéroport Road  
J0T 1R0  
(819) 275-2315  
(819) 275-3079 (Fax)

**Laval****Quebec Regional Headquarters**

3 Place Laval, 2nd Floor  
Chomedey  
H7N 1A2  
(514) 967-3330  
(514) 967-3326 (Fax)  
Communications:  
(514) 967-3306

**Laval****Area Parole Office**

3131 De la Concorde Boulevard  
East, Room 512  
Duvernay  
H7E 4W4  
(514) 661-8610  
(514) 661-0415 (Fax)

**Laval****Federal Training Centre**

6099 Lévesque Boulevard  
Saint-Vincent-de-Paul  
H7C 1P1  
(514) 661-7786  
(514) 661-9845 (Fax)

**Laval****Leclerc Institution**

400 Montée St François  
H7C 1S7  
(514) 664-1320  
(514) 662-6719 (Fax)





- Laval**  
**Montée Saint François Institution**  
 1300 Montée Saint François  
 Saint-Vincent-de-Paul  
 H7C 1S6  
 (514) 661-9620  
 (514) 661-7449 (Fax)
- Laval**  
**Regional Supply Centre**  
 250 Montée St-François  
 H7C 1S5  
 (514) 661-9550, ext 3298  
 (514) 664-6626 (Fax)  
 National Depot:  
 (514) 664-6604
- Longueuil**  
**Area Parole Office**  
 550 Chambly Road, Suite 280  
 J4H 3L8  
 (514) 928-4311  
 (514) 928-4306 (Fax)
- Montreal**  
**District Parole Office**  
 Metropolitan Montreal  
 1851 Sherbrooke Street East,  
 Suite 704  
 H2K 4L5  
 (514) 283-1776  
 (514) 283-1783 (Fax)
- Montreal**  
**Area Parole Office**  
 Lafontaine  
 1851 Sherbrooke Street East,  
 4th Floor  
 H2K 4L5  
 (514) 283-1424  
 (514) 496-6798 (Fax)
- Montreal**  
**Area Parole Office**  
 Langelier  
 Carignan Place, Room 212  
 7151 Jean Talon Street East  
 Ville d'Anjou  
 H1M 3A4  
 (514) 493-0995  
 (514) 493-3306 (Fax)
- Montreal**  
**Area Parole Office**  
 Ville-Marie  
 6900 Décarie Boulevard, Suite 355  
 H3X 2T8  
 (514) 283-1210  
 (514) 496-1752 (Fax)
- Montreal**  
**Court Liaison Office**  
 Palais de Justice, Room 504-A  
 1 Notre Dame Street East  
 H2Y 1B6  
 (514) 283-3353  
 (514) 283-7813 (Fax)
- Montreal**  
**Martineau Community Correctional Centre**  
 10345 St Laurent Boulevard  
 H3L 2P1  
 (514) 387-3716  
 (514) 387-0211 (Fax)
- Montreal**  
**Ogilvy Community Correctional Centre**  
 435 Ogilvy Avenue  
 H3N 1M3  
 (514) 283-7870  
 (514) 283-0216 (Fax)
- Montreal**  
**Sherbrooke Community Correctional Centre**  
 2190 Sherbrooke Street East  
 H2K 1C7  
 (514) 283-1789  
 (514) 283-3975 (Fax)
- Port-Cartier**  
**Port-Cartier Institution**  
 De l'Aéroport Road  
 Post Office Box 7070  
 G5B 2W2  
 (418) 766-7070  
 (418) 766-6258 (Fax)
- Quebec**  
**Area Parole Office**  
 Delta Tower, Building II, Room 601  
 2875 Laurier Boulevard  
 Sainte-Foy  
 G1V 2M2  
 (418) 648-3838  
 (418) 649-6306 (Fax)
- Quebec**  
**Benoît XV Community Correctional Centre**  
 2097 Benoît XV Boulevard  
 G1L 2Z8  
 (418) 648-5180  
 (418) 648-4130 (Fax)
- Rimouski**  
**Area Parole Office**  
 180 De la Cathédrale Avenue,  
 Suite 230  
 G5L 5H9  
 (418) 463-0683  
 (418) 722-3330 (Fax)
- Rouyn – Noranda**  
**Area Parole Office**  
 139 Québec Boulevard, Suite 104  
 J9X 6M8  
 (819) 762-3541  
 (819) 797-9598 (Fax)
- Sainte-Anne-des-Plaines**  
**Regional Reception Centre**  
 246 Montée Gagnon  
 J0N 1H0  
 (514) 478-5977  
 (514) 478-7661 (Fax)
- Sainte-Anne-des-Plaines**  
**Archambault Institution**  
 242 Montée Gagnon  
 J0N 1H0  
 (514) 478-5960  
 (514) 478-7655 (Fax)
- Sainte-Anne-des-Plaines**  
**Sainte-Anne-des-Plaines Institution**  
 244 Montée Gagnon  
 J0N 1H0  
 (514) 478-5933  
 (514) 478-7077 (Fax)
- Sainte-Thérèse-de-Blainville**  
**Area Parole Office**  
 204 Labelle Boulevard, Room 200  
 J7E 2X7  
 (514) 434-1401  
 (514) 434-7867 (Fax)
- Saint-Jérôme**  
**District Parole Office**  
 East and West Quebec  
 222 St Georges Street, Suite 300  
 J7Z 4Z9  
 (514) 432-3737  
 (514) 432-3221 (Fax)
- Saint-Jérôme**  
**Area Parole Office**  
 Laurentians  
 200 St Georges Street  
 J7Z 4Z9  
 (514) 432-2141  
 (514) 432-8657 (Fax)
- Saint-Jérôme**  
**Laferrière Community Correctional Centre**  
 202 St Georges Street  
 J7Z 4Z9  
 (514) 436-2504  
 (514) 432-8657 (Fax)
- Trois-Rivières**  
**Area Parole Office**  
 25 Des Forges Street, Suite 311  
 G9A 6A7  
 (819) 371-5201  
 (819) 371-5206 (Fax)
- SASKATCHEWAN**
- Prince Albert**  
**Area Parole Office**  
 1288 Central Avenue, Suite 200  
 S6V 4V8  
 (306) 953-8567  
 (306) 953-8571 (Fax)
- Prince Albert**  
**Saskatchewan Penitentiary**  
 15th Street West  
 Post Office Box 160  
 S6V 5R6  
 (306) 953-8500  
 (306) 763-3695 (Fax)  
 Riverbend Institution:  
 (306) 953-8577  
 (306) 763-3695 (Fax)

**Correctional Service Canada***(continued)***SASKATCHEWAN** *(continued)*

Regina

**District and Area Parole Office**

2550 15th Avenue, Suite 200

S4P 1A5

(306) 780-5050

(306) 780-6935 (Fax)

Regina

**Oskana Community Correctional Centre**

1314 11th Avenue

S4P 0G7

(306) 780-5530

(306) 780-7348 (Fax)

Saskatoon

**Prairie Regional Headquarters**

2313 Hanselman Place

Post Office Box 9223

S7K 3X5

(306) 975-4850

(306) 975-4435 (Fax)

Saskatoon

**Regional Psychiatric Centre**

2520 Central Avenue

Post Office Box 9243

S7K 3X5

(306) 975-5400

(306) 975-6024 (Fax)

Saskatoon

**Area Parole Office**

Financial Building, Room 503

230 22nd Street East

S7K 0E9

(306) 975-4070

(306) 975-4532 (Fax)

**Canadian Saltfish Corporation (CSFC)****NEWFOUNDLAND**

St John's

Torbay Road

Post Office Box 9440

A1A 2Y3

General Inquiries:

(709) 772-6080

**Canadian Security Intelligence Service (CSIS)****ALBERTA**

Calgary

**District Office**510 12th Avenue South West,  
Room 300

Post Office Box 2969, Station M

T2P 4A8

(403) 292-5255

Edmonton

**Regional and District Office**

Post Office Box 2602

T5J 3X8

(403) 421-5800

**BRITISH COLUMBIA**

Vancouver

**Regional Office**

1177 West Broadway, 4th Floor

Post Office Box 34230, Station D

V6J 4Y5

(604) 666-2988

Victoria

**District Office**

2881 Nanaimo Street, Room 205

V8T 4K1

(604) 363-6485

**MANITOBA**

Winnipeg

**District Office**

Post Office Box 771

R3C 4G3

(204) 983-5405

**NEW BRUNSWICK**

Fredericton

**District Office**

565 Priestman Street, Suite 207

Postal Bag 6010

E3B 5G4

(506) 452-3786

**NEWFOUNDLAND**

St John's

**District Office**

Post Office Box 2585, Station C

A1C 6J6

(709) 772-5449

**NOVA SCOTIA**

Halifax

**Regional Office**

1505 Barrington Street, Suite 1901

Post Office Box 9314, Station A

B3K 5P7

(902) 420-5900

**ONTARIO**

Ottawa

**Headquarters**

Post Office Box 9732, Station T

K1G 4G4

(613) 993-9620

Ottawa

**Regional Office**

Post Office Box 4029, Station E

K1S 5B1

(613) 783-8807

Toronto

**Regional Office**

Post Office Box 7009, Adelaide

Station

M5C 2S7

(416) 865-1480

Windsor

**District Office**

Post Office Box 863, Station A

N9A 6P2

(519) 258-6637

**QUEBEC**

Montreal

**Regional Office**

Post Office Box 2000, Station A

H3C 3A6

(514) 393-5600

Quebec

**District Office**

Post Office Box 1172

G1K 7C3

(418) 529-8926

**SASKATCHEWAN**

Regina

**District Office**

2400 College Avenue, 4th Floor

Post Office Box 5089

S4P 4B2

(306) 780-5512

**Canadian Space Agency (CSPA)****ONTARIO**

Ottawa

CD Howe Building, West Tower

240 Sparks Street, 8th Floor

K1A 1A1

(613) 990-6785

(613) 990-4994 (Fax)

**QUEBEC**

Montréal

500 René Lévesque Boulevard West

H2Z 1Z7

(514) 496-4000

**Competition Tribunal (CT)****ONTARIO**

Ottawa

Royal Bank Centre, Room 600

90 Sparks Street

K1P 5B4

(613) 957-3172





## Canadian Wheat Board (CWB)

### BRITISH COLUMBIA

Vancouver  
Marine Building, Room 650  
355 Burrard Street  
V6C 2G8  
(604) 666-2992

### MANITOBA

Winnipeg  
423 Main Street  
Post Office Box 816  
R3C 2P5  
(204) 983-0239  
(204) 983-4497 (service in French)

### QUEBEC

Montreal  
300 St Sacrement Street, Room 312  
H2Y 1X4  
(514) 849-6261

## Canadian War Museum (CWM)

### ONTARIO

Ottawa  
330 Sussex Drive  
K1A 0M8  
(613) 992-2774

## Defence Construction Canada (DCC)

### ALBERTA

Calgary  
**CFB Calgary**  
Building F1  
Currie Barracks  
T3E 1T8  
(403) 292-6118

Cold Lake  
**CFB Cold Lake**  
Post Office Box 2800  
Medley  
T0A 2M0  
(403) 594-3395

Edmonton  
**CFB Edmonton**  
Post Office Box 300  
Lancaster Park  
T0A 2H0  
(403) 456-4040

Suffield  
**CFB Suffield**  
Post Office Box 120  
Ralston  
T0J 2N0  
(403) 544-3777

Wainwright  
**CFB Wainwright**  
Post Office Box 2230  
T0B 4P0  
(403) 842-8489

### BRITISH COLUMBIA

Chilliwack  
**CFB Chilliwack**  
Building 1000  
MPO 612  
V0X 2E0  
(604) 858-6434

Comox  
**CFB Comox**  
Building 109  
Post Office Box 280  
Lazo  
V0R 2K0  
(604) 339-2721

Esquimalt  
**CFB Esquimalt**  
Building 575, Room 102  
c/o FMO Victoria  
V0S 1B0  
(604) 363-2348

Masset  
Post Office Box 683  
V0T 1M0  
(604) 626-3758

Vancouver  
4050 West 4th Avenue, Room 276  
V6R 1P6  
(604) 666-8062

Victoria  
300 Gorge Road West, Room 203  
V9A 1M8  
(604) 363-0223  
Test Range:  
(604) 363-0223

### MANITOBA

Shilo  
**CFB Shilo**  
Post Office Box 130  
R0K 2A0  
(204) 765-4879

Winnipeg  
**Western Regional Office**  
1630 Ness Avenue, Room 350  
R3J 3X1  
(204) 983-8019

Winnipeg  
**CFB Winnipeg**  
Building 78  
Post Office Box 181, Westwin MPO  
Station  
R3J 3Y5  
(204) 983-1338

## NEW BRUNSWICK

Chatham  
**CFB Chatham**  
Post Office Box 266  
E1N 3A6  
(506) 773-4327

Gagetown  
**CFB Gagetown**  
Post Office Box 67  
Oromocto  
E2V 2G4  
(506) 357-6291

## NEWFOUNDLAND

Gander  
Post Office Box 343  
A1V 1W7  
(709) 256-3438  
Happy Valley – Goose Bay  
Labrador  
**CFB Goose Bay**  
Building 275  
Post Office Box 820, Station A  
A0P 1S0  
(709) 896-9223

## NOVA SCOTIA

Dartmouth  
**Atlantic Regional Office**  
3 Spectacle Lake Drive, Suite 230  
B3B 1W8  
(902) 426-8340  
Greenwood  
Post Office Box 39  
B0P 1N0  
(902) 765-4020

Halifax  
Building 7, 1st Floor  
Willow Park  
Post Office Box 9016, Station A  
B3K 5M6  
(902) 426-5831

Shearwater  
Post Office Box 129  
B0J 3A0  
(902) 426-3291

## ONTARIO

Borden  
Post Office Box 400  
L0M 1C0  
(705) 424-0391

Kingston  
**Ontario Regional Office**  
234 Concession Street, Suite 204  
K7K 6W6  
(613) 545-8836

Kingston  
**CFB Kingston**  
Building H-36  
K7L 5L0  
(613) 546-2281

**Defence Construction Canada***(continued)***ONTARIO** *(continued)*

## London

Post Office Box 7070, Station E  
N5Y 4J9  
(519) 645-5149

## Meaford

General Delivery  
N0H 1Y0  
(613) 538-5191

## North Bay

**CFB North Bay**  
Post Office Box 1554  
Hornell Heights  
P0H 1P0  
(705) 474-5789

## Ottawa

**Head Office**  
Sir Charles Tupper Building  
A Wing, 3rd Floor  
Riverside Drive  
K1A 0K3  
(613) 998-9548  
(613) 998-1061 (Fax)

## Ottawa

**North American Air Defence  
Modernization Office**  
220 Laurier Avenue West, 14th Floor  
K1P 5Z9  
(613) 998-0843

## Ottawa

**North Warning System Office**  
219 Laurier Avenue West, 10th Floor  
K1A 0K2  
(613) 995-6437

## Petawawa

Post Office Box 130  
K8H 2X2  
(613) 687-4272  
IAP:  
(613) 687-5567

## Toronto

**CFB Toronto**  
Building 39  
M3M 3A6  
(416) 638-4627

## Trenton

**CFB Trenton**  
Post Office Box 260  
K0K 1B0  
(613) 965-3897

**PRINCE EDWARD ISLAND**

## Summerside

**CFB Summerside**  
C0B 2A0  
(902) 436-0022

**QUEBEC**

## Bagotville

**CFB Bagotville**  
Post Office Box 50  
Alouette  
G0V 1A0  
(418) 693-2270

## Chicoutimi

450 Saguenay Boulevard East  
G7H 7R4  
(418) 693-4790

## Longueuil

**Quebec Regional Office**  
223 St Jean Street, Suite 1  
J4H 2X4  
(514) 928-4466

## Saint-Hubert

Building 169  
De l'Estrie Street  
J3Y 5T4  
(514) 462-7172

## Saint-Jean

**Saint-Jean Royal Military College**  
CFB Saint-Jean  
Richelain  
J0J 1R0  
(514) 358-6784

## Sept-Îles

**Sept-Îles Naval Reserve**  
366 Arnaud Avenue  
G4R 3A7  
(418) 968-2637

## Valcartier

**CFB Valcartier**  
Post Office Box 130  
Courcellette  
G0A 1R0  
(418) 844-5576

**SASKATCHEWAN**

## Dundurn

Headquarters Building  
S0K 1K0  
(306) 492-2135, ext 203

## Moose Jaw

**CFB Moose Jaw**  
Post Office Box 30  
Bushell Park  
S0H 0N0  
(306) 693-6255

**External Affairs and International  
Trade Canada (EAITC)****ALBERTA**

## Calgary

**International Trade Centre**  
510 5th Street South West,  
Suite 1100  
T2P 3S2  
(403) 292-6660  
(403) 292-4578 (Fax)

## Edmonton

**International Trade Centre**  
Canada Place, Room 540  
9700 Jasper Avenue  
T5J 4C3  
(403) 495-2944  
(403) 495-4507 (Fax)

**BRITISH COLUMBIA**

## Vancouver

**International Trade Centre**  
Scotia Tower, Suite 900  
650 West Georgia Street  
Post Office Box 11610  
V6B 5H8  
(604) 666-0434  
(604) 666-8330 (Fax)

**MANITOBA**

## Winnipeg

**International Trade Centre**  
330 Portage Avenue, 8th Floor  
Post Office Box 981  
R3C 2V2  
(204) 983-8036  
(204) 983-2187 (Fax)

**NEW BRUNSWICK**

## Moncton

**International Trade Centre**  
Assumption Place  
770 Main Street  
Post Office Box 1210  
E1C 8P9  
(506) 851-6452  
(506) 851-6429 (Fax)

**NEWFOUNDLAND**

## St John's

**International Trade Centre**  
Atlantic Place, Suite 504  
215 Water Street  
Post Office Box 8950  
A1B 3R9  
(709) 772-5511  
(709) 772-2373 (Fax)

**NOVA SCOTIA**

## Halifax

**International Trade Centre**  
1801 Hollis Street  
Post Office Box 940, Station M  
B3J 2V9  
(902) 426-7540  
(902) 426-2624 (Fax)



**ONTARIO****Ottawa****Headquarters**

Lester B Pearson Building  
125 Sussex Drive  
K1A 0G2  
(613) 996-9134  
(613) 952-3904 (Fax)  
Foreign Policy Information and  
Publications:  
(613) 993-6435  
(613) 996-9709 (Fax)  
InfoExport:  
(613) 993-6435  
(613) 996-9709 (Fax)

**Toronto****International Trade Centre**

Dominion Public Building, 4th Floor  
1 Front Street West  
M5J 1A4  
(416) 973-5053  
(416) 973-5000 (service in French)  
(416) 973-8161 (Fax)

**PRINCE EDWARD ISLAND****Charlottetown****International Trade Centre**

Confederation Court Mall, Suite 400  
134 Kent Street  
Post Office Box 1115  
C1A 7M8  
(902) 566-7400  
(902) 566-7450 (Fax)

**QUEBEC****Montreal****International Trade Centre**

Stock Exchange Tower, Suite 3800  
800 Victoria Square  
Post Office Box 247  
H4Z 1E8  
(514) 283-8185  
(514) 283-8794 (Fax)

**SASKATCHEWAN****Regina****International Trade Centre**

1955 Smith Street, Suite 400  
S4P 2N8  
(306) 780-5020  
(306) 780-6679 (Fax)

**Saskatoon****International Trade Centre**

S H Cohen Building, Room 401  
119 4th Avenue South  
S7K 5X2  
(306) 975-5315  
(306) 975-5334 (Fax)

**Environment Canada (EC)****ALBERTA****Banff****Canadian Parks Service**

Banff National Park  
Post Office Box 900  
T0L 0C0  
(403) 762-1500  
Banff Museum and Cave and Basin  
National Historic Site:  
(403) 762-3324

**Calgary****Canadian Parks Service**

Western Regional Office  
Harry Hays Building, Room 520  
220 4th Avenue South East  
Post Office Box 2989, Station M  
T2P 3H8  
Community Affairs:  
(403) 292-4440  
Heritage Communications:  
(403) 292-4745  
Visitor Services:  
(403) 292-4401

**Calgary****Atmospheric Environment Service**

Calgary Weather Office  
1441 Aviation Park North East  
T2E 8M7  
(403) 275-3314  
Calgary-Banff Weather Information  
(recorded):  
(403) 275-3300  
Detailed Weather Information:  
(403) 275-2760  
Farm Forecasts (recorded):  
(403) 295-1003

**Calgary****Inland Waters Directorate**

220 4th Avenue South East,  
Room 854  
T2G 4X3  
(403) 292-5301  
Water Quality Branch:  
(403) 292-5320  
Water Resources Branch:  
(403) 292-5311

**Edmonton****Western and Northern Regional Office**

Twin Atria Building, Tower Two,  
2nd Floor  
4999 98th Avenue  
T6B 2X3  
Canadian Wildlife Service:  
(403) 468-8919  
Environmental Protection:  
(403) 468-8001  
Environmental Emergency Centre:  
(403) 468-8020  
Alberta Weather Centre and  
Atmospheric Environment Service:  
(403) 495-3143  
Arctic Weather Centre:  
(403) 468-7922  
Detailed Weather Information:  
(403) 468-7931  
Farm Forecasts (recorded):  
(403) 468-9196  
Weather Forecasts (recorded):  
(403) 468-4940 (English)  
(403) 468-2613 (French)

**Edmonton****Atmospheric Environment Service**

Edmonton International Airport  
Post Office Box 9860  
T5J 2T2  
(403) 890-4313

**Edmonton****Atmospheric Environment Service**

Aviation Weather Office  
Municipal Airport  
Air Terminal Building  
101 Airport Road  
T5G 0W6  
(403) 495-6730

**Fort Saskatchewan****Canadian Parks Service**

Elk Island National Park  
Rural Route 1, Site 4  
T8L 2N7  
(403) 992-6380

**Grande Prairie****Atmospheric Environment Service**

Weather Station  
Grande Prairie Airport  
Rural Route 2  
T8V 2Z9  
(403) 532-2642

**Jasper****Atmospheric Environment Service**

Surface Weather Station  
610 Connaught Drive  
Post Office Box 706  
T0E 1E0  
(403) 852-3185

**Environment Canada (continued)****ALBERTA (continued)**

## Jasper

**Canadian Parks Service**

Jasper National Park  
Post Office Box 10  
T0E 1E0  
(403) 852-6161

## Lethbridge

**Atmospheric Environment Service**

Weather Office  
Lethbridge Airport  
Kenyon Field  
Post Office Box 790  
T1J 3Z6  
(403) 382-3185

## Peace River

**Inland Waters Directorate**

9611 89th Avenue  
Post Office Box 6118  
T8S 1S1  
(403) 624-3308

## Rocky Mountain House

**Canadian Parks Service**

Rocky Mountain House National  
Historic Site  
Post Office Box 2130  
T0M 1T0  
(403) 845-2412

## Waterton Park

**Canadian Parks Service**

Waterton Lakes National Park  
215 Mount View Road  
General Delivery  
T0K 2M0  
(403) 859-2224

**BRITISH COLUMBIA**

## Bella Coola

**Atmospheric Environment Service**

Field Station  
Post Office Box 244  
V0T 1C0  
(604) 982-2463  
Boreal Services:  
(604) 982-2644

## Blue River

**Atmospheric Environment Service**

Field Station  
Post Office Box 19  
V0E 1J0  
(604) 673-8315

## Burns Lake

**Atmospheric Environment Service**

Field Station  
Post Office Box 117  
V0J 1E0  
(604) 698-7624

## Castlegar

**Atmospheric Environment Service**

Weather Office  
Suburban Service 1  
Site 2, Compartment 8  
V1N 3H7  
(604) 365-3131

## Chetwynd

**Atmospheric Environment Service**

Weather Station  
473 Airport Road  
Post Office Box 1449  
V0C 1J0  
(604) 788-2450

## Cranbrook

**Inland Waters Directorate**

Water Resources Branch  
850 King Street  
Post Office Box 691  
V1C 4J2  
(604) 426-4718

## Dease Lake

**Atmospheric Environment Service**

Field Station  
Post Office Box 10  
V0C 1L0  
(604) 771-4351

## Delta

**Canadian Wildlife Service**

Pacific and Yukon Regional Office  
5421 Robertson Road  
Post Office Box 340  
V4K 3Y3  
(604) 946-8546

## Field

**Canadian Parks Service**

Yoho National Park  
Post Office Box 99  
V0A 1G0  
(604) 343-6324

## Fort Langley

**Canadian Parks Service**

Fort Langley National Historic Site  
23433 Mavis Avenue  
Post Office Box 129  
V0X 1J0  
(604) 888-4424

## Fort Nelson

**Atmospheric Environment Service**

Weather Office  
Airport Road  
Rural Route 1  
Post Office Box 4  
V0C 1R0  
(604) 774-2302  
(604) 774-6461 (recorded message)

## Fort St James

**Canadian Parks Service**

Kitwanga Fort National Historic Site  
c/o Fort St James National Historic  
Site  
Post Office Box 1148  
V0J 1P0  
(604) 996-7191

## Fort St John

**Atmospheric Environment Service**

Weather Office  
Fort St John Airport  
Rural Route 1  
Site 7, Compartment 14  
V1J 4M6  
(604) 785-4304

## Fort St John

**Inland Waters Directorate**

Water Resources Branch  
8820 100th Street, Suite 1  
V1J 3W9  
(604) 787-9130

## Golden

**Atmospheric Environment Service**

Weather Station  
Post Office Box 1747  
V0A 1H0  
(604) 344-5665

## Hope

**Atmospheric Environment Service**

Field Station  
Hope Airport  
Rural Route 2  
V0X 1L0  
(604) 869-5765

## Kamloops

**Atmospheric Environment Service**

Weather Office  
3035 Airport Drive  
V2B 7X1  
(604) 376-2160  
Weather Information:  
(604) 376-1555  
(604) 376-3044 (recorded)

## Kamloops

**Inland Waters Directorate**

Water Resources Branch  
1251 12th Street  
V2B 3C8  
(604) 376-7353

## Kelowna

**Atmospheric Environment Service**

Weather Office  
Kelowna Airport  
Highway 97 North  
Rural Route 2  
V1Y 7R1  
(604) 765-6598  
Mountain Forecast (recorded):  
(604) 765-1881  
Weather Information (recorded):  
(604) 765-4027





- Mackenzie**  
**Atmospheric Environment Service**  
 Field Station  
 Post Office Box 607  
 V0J 2C0  
 (604) 997-6234
- Nanaimo**  
**Inland Waters Directorate**  
 Water Resources Branch  
 3923 Victoria Avenue  
 V9T 2A1  
 (604) 758-7411
- Nelson**  
**Inland Waters Directorate**  
 Water Resources Branch  
 123 MacDonald Drive  
 Post Office Box 300  
 V1L 5P9  
 (604) 352-2013
- New Westminster**  
**Inland Waters Directorate**  
 Water Resources Branch  
 632 Carnarvon Street  
 V3M 1E5  
 (604) 666-3840
- Penticton**  
**Atmospheric Environment Service**  
 Weather Office  
 Penticton Airport  
 Rural Route 2  
 Site 30, Compartment 8  
 V1Y 7R1  
 (604) 492-0539  
 Weather Information (recorded):  
 (604) 492-6991
- Penticton**  
**Inland Waters Directorate**  
 Water Resources Branch  
 2335 Government Street  
 V2A 4W5  
 (604) 493-0135
- Port Alberni**  
**Atmospheric Environment Service**  
 Field Station  
 Post Office Box 1098  
 V9Y 7L9  
 (604) 724-3114  
 Weather Information (recorded):  
 (604) 724-1333
- Port Hardy**  
**Atmospheric Environment Service**  
 Weather Office  
 Post Office Box 460  
 V0N 2P0  
 (604) 949-6559  
 Marine Weather Forecasts  
 (recorded):  
 (604) 949-7148  
 Weather Information (recorded):  
 (604) 949-7147
- Powell River**  
**Atmospheric Environment Service**  
 Field Station  
 7576 Duncan Street  
 V8A 1W7  
 (604) 485-6500
- Prince George**  
**Atmospheric Environment Service**  
 Weather Office  
 Rural Route 8  
 Site 10, Compartment 4  
 V2N 4M6  
 (604) 963-7552  
 Weather Information (recorded):  
 (604) 963-9330
- Prince George**  
**Inland Waters Directorate**  
 Water Resources Branch  
 Federal Building  
 1323 5th Avenue  
 V2L 3L6  
 (604) 561-5352
- Princeton**  
**Atmospheric Environment Service**  
 Field Station  
 Post Office Box 537  
 V0X 1W0  
 (604) 295-7400
- Qualicum Beach**  
**Canadian Wildlife Service**  
 Rural Route 1  
 Site 142, Compartment 14  
 V0R 2T0  
 (604) 752-9611
- Queen Charlotte**  
**Canadian Parks Service**  
 South Moresby/Gwaii Haanas  
 National Park Reserve and  
 National Marine Park Reserve  
 Post Office Box 37  
 V0T 1S0  
 (604) 559-8818
- Radium Hot Springs**  
**Canadian Parks Service**  
 Kootenay National Park  
 Post Office Box 220  
 V0A 1M0  
 (604) 347-9615
- Revelstoke**  
**Atmospheric Environment Service**  
 Weather Station  
 Revelstoke Airport  
 Suburban Service 1  
 Site 13, Compartment 40  
 V0E 2S0  
 (604) 837-9244  
 (604) 837-4164 (recorded message)
- Revelstoke**  
**Canadian Parks Service**  
 Mount Revelstoke and Glacier  
 National Parks  
 Post Office Box 350  
 V0E 2S0  
 (604) 837-5155
- Sparwood**  
**Atmospheric Environment Service**  
 Field Station  
 Michelle Creek Road  
 Post Office Box 1477  
 V0B 2G0  
 (604) 425-0521
- Stewart**  
**Atmospheric Environment Service**  
 Field Station  
 Post Office Box 548  
 V0T 1W0  
 (604) 636-2507
- Terrace**  
**Atmospheric Environment Service**  
 Weather Office  
 Rural Route 4  
 V8G 4V2  
 (604) 635-3224
- Terrace**  
**Inland Waters Directorate**  
 Water Resources Branch  
 4721 Lazelle Avenue, Room 1  
 V8G 1T3  
 (604) 635-7533
- Ucluelet**  
**Canadian Parks Service**  
 Pacific Rim National Park Reserve  
 Post Office Box 280  
 V0R 3A0  
 (604) 726-7721
- Vancouver**  
**Pacific and Yukon Regional Office**  
 224 West Esplanade  
 North Vancouver  
 V7M 3H7  
 Communications Directorate:  
 (604) 666-5900  
 Environmental Protection:  
 (604) 666-6711  
 Environmental Emergency Centre:  
 (604) 666-6100  
 Inland Waters Directorate:  
 (604) 666-6711
- Vancouver**  
**Atmospheric Environment Service**  
 Pacific Weather Centre  
 1200 West 73rd Avenue, Suite 700  
 V6P 6H9  
 (604) 664-9032  
 Aviation Weather Forecasts:  
 (604) 664-9031  
 Marine Weather Forecasts:  
 (604) 270-7411  
 Weather Information (recorded):  
 (604) 664-9010
- Vancouver**  
**Canadian Parks Service**  
 Gulf of Georgia Cannery National  
 Historic Site  
 12138 4th Avenue  
 Richmond  
 V7E 3J1  
 (604) 664-9007

**Environment Canada (continued)**  
**BRITISH COLUMBIA (continued)**

**Vancouver**

**Canadian Parks Service**

St Roch National Historic Site  
 1905 Ogden Avenue  
 V6J 1A3  
 (604) 666-3201

**Vernon**

**Atmospheric Environment Service**

Field Station  
 Commonage Road  
 Post Office Box 670  
 V1T 6M6  
 (604) 542-8000

**Victoria**

**Atmospheric Environment Service**

Weather Office  
 Victoria International Airport  
 9600 Canora Road  
 Post Office Box 14  
 Sidney  
 V8L 4R1  
 (604) 363-6629  
 Weather Information (recorded):  
 (604) 656-3978

**Victoria**

**Canadian Parks Service**

Fisgard Lighthouse National Historic Site and Fort Rodd Hill National Historic Site  
 603 Fort Rodd Hill Road  
 V9C 2W8  
 (604) 363-4662

**Whistler**

**Atmospheric Environment Service**

Field Station  
 Post Office Box 1089  
 V0N 1B0  
 (604) 932-5413

**Williams Lake**

**Inland Waters Directorate**

Water Resources Branch  
 260F North Broadway  
 V2G 2X9  
 (604) 392-7033

**MANITOBA**

**Berens River**

**Atmospheric Environment Service**

Weather Station  
 Berens River Airport  
 General Delivery  
 R0B 0A0  
 (204) 382-2021

**Brandon**

**Atmospheric Environment Service**

Weather Office  
 Post Office Box 505  
 R7A 5Z4  
 (204) 727-1711  
 Weather Information (recorded):  
 (204) 727-5533

**Churchill**

**Atmospheric Environment Service**

Upper Air Station  
 Post Office Box 790  
 R0B 0E0  
 (204) 675-2313  
 Weather Information:  
 (204) 675-2156

**Churchill**

**Canadian Parks Service**

Prince of Wales Fort National Historic Site and York Factory National Historic Site  
 Post Office Box 127  
 R0B 0E0  
 (204) 675-8863

**Dauphin**

**Atmospheric Environment Service**

Weather Office  
 Post Office Box 237  
 R7N 2V1  
 (204) 638-4902  
 Weather Information (recorded):  
 (204) 638-6521

**Flin Flon**

**Atmospheric Environment Service**

Flin Flon Municipal Airport  
 Post Office Box 100  
 R8A 1M6  
 (204) 687-7447

**Gillam**

**Atmospheric Environment Service**

Weather Station  
 Post Office Box 97  
 R0B 0L0  
 (204) 634-2833

**Island Lake**

**Atmospheric Environment Service**

R0B 0T0  
 (204) 456-2147

**Selkirk**

**Canadian Parks Service**

St Andrew's Rectory National Historic Site  
 Lower Fort Garry National Historic Site  
 Rural Route 3, Box 37, Group 343  
 R1A 2A8  
 (204) 785-6050  
 (204) 983-3600  
 (Winnipeg – recorded message)

**The Pas**

**Atmospheric Environment Service**

Weather Station  
 The Pas Airport  
 Post Office Box 4200  
 R9A 1R2  
 (204) 624-5269

**The Pas**

**Inland Waters Directorate**

108 3rd Street West  
 Post Office Box 780  
 R9A 1K8  
 (204) 623-2232

**Thompson**

**Atmospheric Environment Service**

Weather Office  
 City Centre Mall, Unit 1340  
 300 Mystery Lake Road  
 R8N 0M2  
 (204) 677-4670

**Thompson**

**Inland Waters Directorate**

20 Berens Road, Bay 2  
 R8N 1X2  
 (204) 677-7043

**Wasagamung**

**Canadian Parks Service**

Riding Mountain National Park  
 R0J 2H0  
 (204) 848-2811

**Winnipeg**

**Atmospheric Environment Service**

Regional Office  
 266 Graham Avenue, Suite 1000  
 R3C 3V4  
 (204) 983-2060  
 (204) 983-2070  
 Weather Information (recorded):  
 (204) 983-2050 (English)  
 (204) 983-4437 (French)

**Winnipeg**

**Canadian Parks Service**

Prairie and Northern Regional Office  
 457 Main Street  
 R3B 3E8  
 (204) 983-2290  
 Parks Library:  
 (204) 983-5941  
 The Forks National Historic Site:  
 (204) 983-2007 (seasonal)  
 (204) 983-5988

**Winnipeg**

**District Office**

269 Main Street, 5th Floor  
 R3C 1B2  
 Canadian Lake of the Woods Control Board:  
 (204) 983-4130  
 Canadian Wildlife Service:  
 (204) 983-5259  
 Environmental Protection:  
 (204) 983-2961  
 Water Quality Branch:  
 (204) 983-5035  
 Water Resources Branch:  
 (204) 983-2434





- Winnipeg  
**Atmospheric Environment Service**  
 Weather Office  
 Hangerline Road  
 Mail: 266 Graham Avenue, 9th Floor  
 R3C 3V4  
 (204) 983-0418  
 Aviation Weather Forecasts:  
 (204) 983-0423
- Winnipeg  
**Canadian Parks Service**  
 Riel House National Historic Site  
 330 River Road  
 Post Office Box 73  
 R2M 4A5  
 (204) 257-1783 (seasonal)  
 (204) 983-2290
- NEW BRUNSWICK**
- Alma  
**Canadian Parks Service**  
 Fundy National Park  
 Post Office Box 40  
 E0A 1B0  
 (506) 887-2000
- Aulac  
**Canadian Parks Service**  
 Fort Beauséjour National Historic Site  
 E0A 3C0  
 (506) 536-0720  
 (506) 636-4957 (Saint John)
- Fredericton  
**Environmental Protection**  
 District Office  
 527 Queen Street  
 Post Office Box 400  
 E3B 4Z9  
 (506) 452-3286
- Fredericton  
**Atmospheric Environment Service**  
 633 Queen Street  
 E3B 1C3  
 (506) 452-3837
- Fredericton  
**Atmospheric Environment Service**  
 Weather Office  
 Fredericton Airport  
 Rural Route 1, Box 9, Site 15  
 E3B 4X2  
 (506) 446-6240  
 Weather Forecasts (recorded):  
 (506) 446-6244 (English)  
 (506) 446-6245 (French)
- Fredericton  
**Inland Waters Directorate**  
 Water Resources Branch  
 203 Waggoners Lane  
 E3B 2L0  
 (506) 452-3095
- Kouchibouguac  
**Canadian Parks Service**  
 Kouchibouguac National Park  
 Kent County  
 E0A 2A0  
 (506) 876-2443
- Moncton  
**Atmospheric Environment Service**  
 1222 Main Street, 3rd Floor  
 E1C 1H6  
 (506) 851-6036
- Moncton  
**Atmospheric Environment Service**  
 Weather Office  
 Moncton Airport  
 1575 Champlain Street  
 Rural Route 5, Box 5  
 E1C 8J9  
 (506) 851-6600  
 Weather Forecasts (recorded):  
 (506) 851-6610 (English)  
 (506) 851-6191 (French)
- Moncton  
**Inland Waters Directorate**  
 Water Quality Branch  
 310 Baig Boulevard  
 E1E 1E1  
 (506) 851-6606
- Newcastle  
**Canadian Parks Service**  
 Beaubears Island National Historic Site  
 Mail: Post Office Box 3946, Station B  
 Saint John E2M 5E6  
 (506) 636-4957 (Saint John)
- Port Elgin  
**Canadian Parks Service**  
 Fort Gaspereaux National Historic Site  
 Mail: Post Office Box 3946, Station B  
 Saint John E2M 5E6  
 (506) 636-4957 (Saint John)
- Sackville  
**Canadian Wildlife Service**  
 Atlantic Regional Office  
 21 West Main Street  
 Post Office Box 1590  
 E0A 3C0  
 (506) 536-3025
- Saint John  
**Atmospheric Environment Service**  
 Weather Office  
 4180 Loch Lomond Road  
 E2N 1L7  
 (506) 636-4939  
 Marine Weather Forecasts (recorded):  
 (506) 636-4986  
 Weather Information (recorded):  
 (506) 636-4991 (English)  
 (506) 636-4969 (French)
- Saint John  
**Canadian Parks Service**  
 Carleton Martello Tower National Historic Site and  
 St Andrews Blockhouse National Historic Site  
 Post Office Box 3946, Station B  
 E2M 5E6  
 (506) 636-4957 (Saint John)  
 Carleton Martello Tower:  
 (506) 636-4011 (seasonal)  
 St Andrews Blockhouse:  
 (506) 529-4270 (seasonal)
- Saint-Joseph  
**Canadian Parks Service**  
 Acadian Odyssey Commemorative Exhibit  
 Mail: Post Office Box 3946, Station B  
 Saint John E2M 5E6  
 (506) 758-9783 (seasonal)  
 (506) 536-0720
- NEWFOUNDLAND**
- Brigus  
**Canadian Parks Service**  
 Hawthorne Cottage National Historic Site  
 Mail: Post Office Box 5879  
 St John's A1C 5X4  
 (709) 772-5364
- Corner Brook  
**Inland Waters Directorate**  
 Water Resources Branch  
 Millbrook Shopping Mall, Suite 315  
 Main Street  
 Post Office Box 688  
 A2H 6G1  
 (709) 637-4380
- Gander  
**Atmospheric Environment Service**  
 Weather Centre  
 Post Office Box 370  
 A1V 1W7  
 (709) 256-6611
- Glovertown  
**Canadian Parks Service**  
 Terra Nova National Park  
 A0G 2L0  
 (709) 533-2801
- Hopedale  
 Labrador  
**Canadian Parks Service**  
 Hopedale National Historic Site  
 Mail: Post Office Box 5879  
 St John's A1C 5X4  
 (709) 772-5364
- L'Anse aux Meadows  
**Canadian Parks Service**  
 L'Anse aux Meadows National Historic Site  
 Mail: Post Office Box 70  
 St Lunaire – Griquet A0K 2X0  
 (709) 623-2608

**Environment Canada (continued)**  
**NEWFOUNDLAND (continued)**

Placentia

**Canadian Parks Service**

Castle Hill National Historic Site

Mail: Post Office Box 10

Jerseyside A0B 2G0

(709) 227-2401

Port aux Choix

**Canadian Parks Service**

Port aux Choix National Historic Site

Post Office Box 140

A0K 4C0

(709) 623-2608

Rocky Harbour

**Canadian Parks Service**

Gros Morne National Park

Post Office Box 130

A0K 4N0

(709) 458-2417

St John's

**Environmental Protection**

District Office

Post Office Box 5037

A1C 5V3

Environmental Emergencies:

(709) 772-5488

(709) 772-2083 (24-hour service)

St John's

**Atmospheric Environment Service**

Weather Office

St John's Airport

Post Office Box 5670

A1C 5W8

(709) 772-5532

Weather Information (recorded):

(709) 772-5534

St John's

**Atmospheric Environment Service**

Scientific Services Unit

Building 303

Pleasantville

Mail: Post Office Box 9490

A1A 2Y4

(709) 772-4695

St John's

**Canadian Parks Service**

Cape Spear National Historic Site  
and

Signal Hill National Historic Site

Post Office Box 5879

A1C 5X4

(709) 772-5364

St John's

**Canadian Wildlife Service**

67 Major's Path

Post Office Box 9158

A1A 2X9

(709) 772-5585

Wildlife Biologist:

(709) 772-2013

St John's

**Inland Waters Directorate**

Atlantic Place, Suite 812

215 Water Street

Post Office Box 72

A1C 6C9

(709) 772-4844

**NORTHWEST TERRITORIES**

Cambridge Bay

**Atmospheric Environment Service**

Weather Station

Post Office Box 60

X0E 0C0

(403) 983-2254

Cape Dorset

**Atmospheric Environment Service**

Field Station

General Delivery

X0A 0C0

(819) 897-8930

Clyde River

**Atmospheric Environment Service**

Field Station

General Delivery

X0A 0E0

(819) 924-6344

Coral Harbour

**Atmospheric Environment Service**

Weather Station

General Delivery

X0C 0C0

(819) 925-9711

Fort Simpson

**Canadian Parks Service**

Nahanni National Park Reserve

Postal Bag 300

X0E 0N0

(403) 695-3151

Fort Simpson

**Inland Waters Directorate**

Post Office Box 377

X0E 0N0

(403) 695-2259

Fort Smith

**Canadian Parks Service**

Wood Buffalo National Park

Post Office Box 750

X0E 0P0

(403) 872-2349

Fort Smith

**Inland Waters Directorate**

Post Office Box 43

X0E 0P0

(403) 872-2158

Hall Beach

**Atmospheric Environment Service**

Field Station

Mail: c/o Frontec Logistics

57 Airport Road

Winnipeg, Manitoba R3H 0V5

(819) 928-8807

Inuvik

**Atmospheric Environment Service**

Weather Office

Post Office Box 1189

X0E 0T0

(403) 979-2460

Inuvik

**Environmental Protection**

Sub-District Office

Federal Building

Post Office Box 1086

X0E 0T0

(403) 979-2313

Inuvik

**Inland Waters Directorate**

Water Resources Branch

Post Office Box 1693

X0E 0T0

(403) 979-2621

Iqaluit

**Atmospheric Environment Service**

Weather Office

Post Office Box 607

X0A 0H0

(819) 979-5854

Iqaluit

**Canadian Parks Service**

Eastern Arctic District

Auyuittuq National Park Reserve

Ellesmere Island National Park

Reserve and

North Baffin Island National Park

Post Office Box 1720

X0A 0H0

(819) 979-6277

Pond Inlet

**Atmospheric Environment Service**

Field Station

General Delivery

X0A 0S0

(819) 899-8976

Resolute

**Atmospheric Environment Service**

Weather Office

Post Office Box 120

X0A 0V0

(819) 252-3835

Weather Station:

(819) 252-3824

Yellowknife

**Environmental Protection**

District Office

Bellanca Building, 9th Floor

Post Office Box 370

X1A 2N3

(403) 920-6060





## Yellowknife

**Atmospheric Environment Service**

Weather Office  
Yellowknife Airport  
Post Office Box 1199  
X1A 2N8  
(403) 873-4020  
Weather Information:  
(403) 873-4027

## Yellowknife

**Canadian Wildlife Service**

Post Office Box 637  
X1A 2N5  
(403) 920-8531

## Yellowknife

**Inland Waters Directorate**

Water Resources Branch  
Post Office Box 2970  
X1A 2R2  
(403) 920-8500

## NOVA SCOTIA

## Annapolis Royal

**Canadian Parks Service**

Fort Anne National Historic Site  
St George Street  
Post Office Box 9  
B0S 1A0  
(902) 532-2397  
Administration:  
(902) 532-2321

## Baddeck

**Canadian Parks Service**

Alexander Graham Bell National  
Historic Site  
Post Office Box 159  
B0E 1B0  
(902) 295-2069

## Bedford

**Atmospheric Environment Service**

Atlantic Regional Office  
Bedford Tower, 5th Floor  
1496 Bedford Highway  
B4A 1E5  
(902) 426-9120  
Aviation Weather Forecasts:  
(902) 426-9163  
Marine Weather Forecasts:  
(902) 426-9600 (automated service)  
Maritimes Weather Centre:  
(902) 426-9200  
Weather Forecasts (recorded):  
(902) 426-9090 (English)  
(902) 426-9095 (French)  
Weather Information:  
(902) 426-9164

## Canso

**Canadian Parks Service**

Grassy Island National Historic Site  
Mail: Post Office Box 159  
Baddeck B0E 1B0  
(902) 295-2069

## Dartmouth

**Atlantic Regional Office**

Queen Square, 15th Floor  
45 Alderney Drive  
B2Y 2N6  
(902) 426-8468  
Communications Directorate:  
(902) 426-7990  
Environmental Protection:  
(902) 426-3980  
(902) 426-7231  
Environmental Emergencies:  
(902) 426-6200 (24-hour service)  
Water Planning and Management:  
(902) 426-3226  
Water Resources Branch:  
(902) 426-5776  
(Collect calls accepted)

## Dartmouth

**Canadian Wildlife Service**

Migratory Birds Research Centre  
Bedford Institute of Oceanography  
Post Office Box 1006  
B2Y 4A2  
(902) 426-6469

## Glace Bay

**Canadian Parks Service**

Marconi National Historic Site  
Mail: Post Office Box 159  
Baddeck B0E 1B0  
(902) 295-2069

## Grand Pré

**Canadian Parks Service**

Fort Edward National Historic Site  
and  
Grand Pré National Historic Site  
Post Office Box 150  
B0P 1M0  
(902) 542-3631

## Halifax

**Canadian Parks Service**

Atlantic Regional Office  
Historic Properties  
Upper Water Street  
B3J 1S9  
(902) 426-3436

## Halifax

**Atmospheric Environment Service**

Weather Office  
Halifax International Airport  
Elmsdale  
Mail: c/o 1496 Bedford Highway  
Bedford B4A 1E5  
(902) 426-1310

## Halifax

**Canadian Parks Service**

Halifax Defence Complex:  
Halifax Citadel National Historic Site  
Prince of Wales Tower National  
Historic Site  
York Redoubt National Historic Site  
Georges Island National Historic Site  
Fort McNab National Historic Site  
Post Office Box 9080, Station A  
B3K 5M7  
(902) 426-5080

## Ingonish Beach

**Canadian Parks Service**

Cape Breton Highlands National Park  
B0C 1L0  
(902) 285-2270

## Louisbourg

**Canadian Parks Service**

Fortress of Louisbourg National  
Historic Site  
Post Office Box 160  
B0A 1M0  
(902) 733-2280

## Maitland Bridge

**Canadian Parks Service**

Kejimikujik National Park  
Post Office Box 236  
B0T 1B0  
(902) 682-2770  
Reservations:  
(902) 682-2772

## Port Royal

**Canadian Parks Service**

Port Royal Habitation National  
Historic Site  
Mail: Post Office Box 9  
Annapolis Royal B0S 1A0  
(902) 532-2898

## St Peter's

**Canadian Parks Service**

St Peter's Canal  
Post Office Box 8  
B0E 3B0  
(902) 535-2118

## Sydney

**Atmospheric Environment Service**

Weather Office  
Sydney Airport  
Post Office Box 670  
B1P 6H7  
(902) 564-7299

## Yarmouth

**Atmospheric Environment Service**

Weather Office  
Rural Route 1  
Post Office Box 895D  
B5A 4A5  
(902) 742-0899  
Weather Forecasts (recorded):  
(902) 742-6464 (English)  
(902) 742-6465 (French)

**Environment Canada (continued)****ONTARIO****Amherstburg****Canadian Parks Service**

Bois Blanc Island Lighthouse  
National Historic Site and  
Fort Malden National Historic Site  
100 Laird Avenue  
Post Office Box 38  
N9V 2Z2  
(519) 736-5416

**Burlington**

867 Lakeshore Road  
Post Office Box 5050  
L7R 4A6

**Canadian Wildlife Service:**

(416) 336-4532

**Inland Waters Directorate:**

(416) 336-4531

Wastewater Technology Centre:  
(416) 336-4599

**Cornwall****Canadian Parks Service**

Ontario Regional Office  
111 Water Street East  
K6H 6S3  
(613) 938-5866

**Cornwall****Inland Waters Directorate**

Lionel Chevrier Building, Room 232  
111 Water Street East  
K6H 6S2  
(613) 938-5725

**Dryden****Atmospheric Environment Service**

Weather Station  
Municipal Airport  
Post Office Box 817  
P8N 2A7  
(807) 937-2281

**Elgin****Canadian Parks Service**

Rideau Canal  
Southern Area Office  
Post Office Box 10  
K0G 1E0  
(613) 283-5170

**Geraldton****Atmospheric Environment Service**

Weather Station  
Geraldton Airport  
Post Office Box 9  
P0T 1M0  
(807) 854-1841

**Gore Bay****Atmospheric Environment Service**

Weather Station  
Gore Bay Airport  
Post Office Box 236  
P0P 1H0  
(705) 282-2083

**Gravenhurst****Canadian Parks Service**

Bethune Memorial House  
235 John Street  
Post Office Box 2160  
P1P 1W1  
(705) 687-4261

**Guelph****Inland Waters Directorate**

Water Resources Branch  
75 Farquhar Street  
N1H 3N4  
(519) 821-0110

**Hamilton****Atmospheric Environment Service**

Weather Office  
Hamilton Municipal Airport  
Mount Hope  
L0R 1W0  
(416) 679-6500  
Weather Forecasts (recorded):  
(416) 679-3361

**Heron Bay****Canadian Parks Service**

Pukaskwa National Park  
Highway 627  
Hattie Cove  
P0T 1R0  
(807) 229-0801

**Honey Harbour****Canadian Parks Service**

Georgian Bay Islands National Park  
Post Office Box 28  
P0E 1E0  
(705) 756-2415

**Kenora****Inland Waters Directorate**

Water Resources Branch  
100 Park Street  
Post Office Box 1020  
P9N 3X7  
(807) 468-9401

**Kingston****Atmospheric Environment Service**

Weather Office  
Kingston Airport  
1041 Front Road  
K7M 4M2  
(613) 389-8349  
(613) 389-3252 (recorded message)

**Kingston****Canadian Parks Service**

Bellevue House National Historic Site  
Kingston Martello Towers National  
Historic Site  
35 Centre Street  
K7L 4E5  
(613) 545-8666

**Kitchener****Canadian Parks Service**

Woodside National Historic Site  
528 Wellington Street North  
N2H 5L5  
(519) 742-5273

**Leamington****Canadian Parks Service**

Point Pelee National Park  
Rural Route 1  
N8H 3V4  
Administration:  
(519) 322-2365  
Visitors Recreation Centre:  
(519) 322-2371

**London****Atmospheric Environment Service**

Weather Office  
125 Bessemer Road  
N6E 1P9  
(519) 649-2050  
Weather Forecasts (recorded):  
(519) 649-2777

**London****Canadian Wildlife Service**

152 Newbold Court  
N6E 1Z7  
(519) 681-0486

**Mallorytown Landing****Canadian Parks Service**

St Lawrence Islands National Park  
Rural Route 3  
Post Office Box 469  
K0E 1R0  
(613) 923-5261

**Manotick****Canadian Parks Service**

Rideau Canal  
Northern Area Office  
Post Office Box 400  
K4M 1A4  
(613) 692-2581

**Moosonee****Atmospheric Environment Service**

Weather Station  
Ferguson Road  
Post Office Box 250  
P0L 1Y0  
(705) 336-2251

**Niagara-on-the-Lake****Canadian Parks Service**

Butler's Barracks National Historic  
Site  
Fort George National Historic Site  
Fort Mississauga National Historic  
Site  
Navy Island National Historic Site  
Queenston Heights National Historic  
Site  
c/o Niagara National Historic Sites  
Post Office Box 787  
L0S 1J0  
(416) 468-4257





- North Bay**  
**Atmospheric Environment Service**  
 Weather Office  
 78 Lakeshore Drive  
 P1A 2A6  
 (705) 472-9182  
 Weather Forecasts (recorded):  
 (705) 472-9110 (English)  
 (705) 472-1167 (French)
- North Bay**  
**Inland Waters Directorate**  
 Water Resources Branch  
 1492 Main Street West  
 P1B 2X3  
 (705) 474-0380
- Ottawa**  
**Canadian Wildlife Service**  
 Ontario Regional Office  
 49 Camelot Drive  
 Nepean  
 K1A 0H3  
 (613) 952-2299
- Ottawa**  
**Atmospheric Environment Service**  
 Weather Office and Ice Centre  
 La Salle Academy, Block E  
 373 Sussex Drive  
 K1A 0H3  
 Aviation Weather Forecasts:  
 (819) 643-2026 (Gatineau, Quebec)  
 Ice Climatological Information:  
 (613) 996-4214  
 Ice Forecast Information:  
 (613) 996-1550  
 Weather Forecasts:  
 (613) 998-3440  
 Weather Information (recorded):  
 (613) 998-3439 (English)  
 (613) 998-8805 (French)  
 Weather Office:  
 (613) 998-3269
- Ottawa**  
**Canadian Parks Service**  
 Laurier House National Historic Site  
 335 Laurier Avenue East  
 K1N 6R4  
 (613) 692-2581
- Peterborough**  
**Atmospheric Environment Service**  
 Weather Office  
 Peterborough Airport  
 Rural Route 5  
 K9J 6X6  
 (705) 743-9880  
 Weather Information (recorded):  
 (705) 743-5852
- Peterborough**  
**Canadian Parks Service**  
 Trent-Severn Waterway  
 Ashburnham Drive  
 Post Office Box 567  
 K9J 6Z6  
 (705) 742-9267
- Pickle Lake**  
**Atmospheric Environment Service**  
 Weather Station  
 Post Office Box 149  
 P0V 3A0  
 (807) 928-2431
- Prescott**  
**Canadian Parks Service**  
 Fort Wellington National Historic Site  
 and  
 Battle of the Windmill National  
 Historic Site  
 370 Van Koughnet Street  
 Post Office Box 479  
 K0E 1T0  
 (613) 925-2896
- Red Lake**  
**Atmospheric Environment Service**  
 Weather Station  
 Red Lake Airport  
 Mail: Post Office Box 69  
 Cochenour P0V 1L0  
 (807) 662-1147
- Richards Landing**  
**Canadian Parks Service**  
 Fort St Joseph National Historic Site  
 Post Office Box 220  
 P0R 1J0  
 (705) 246-2664 (seasonal)  
 (705) 942-6262 (Sault Ste Marie)
- St Thomas**  
**Canadian Parks Service**  
 Southwold Earthworks National  
 Historic Site  
 Mail: c/o Point Pelee National Park  
 Rural Route 1, Leamington N8H 3V4  
 (519) 322-2365
- Sarnia**  
**Atmospheric Environment Service**  
 Weather Office  
 Sarnia Airport, Terminal Building  
 N7W 1B6  
 (519) 542-6051  
 Weather Forecasts (recorded):  
 (519) 542-8408
- Sault Ste Marie**  
**Atmospheric Environment Service**  
 Weather Office  
 Rural Route 1  
 P6A 5K6  
 (705) 779-3144  
 Weather Forecasts (recorded):  
 (705) 779-2240 (English)  
 (705) 779-2042 (French)
- Sault Ste Marie**  
**Canadian Parks Service**  
 Sault Ste Marie Canal  
 1 Canal Drive  
 P6A 1W4  
 (705) 942-6262
- Smiths Falls**  
**Canadian Parks Service**  
 Rideau Canal  
 Headquarters  
 34A Beckwith Street South  
 K7A 2A8  
 (613) 283-5170
- Smiths Falls**  
**Canadian Parks Service**  
 Rideau Canal  
 Central Area Office  
 72 Lombard Street  
 K7A 4G5  
 (613) 283-7206
- Sudbury**  
**Atmospheric Environment Service**  
 Weather Office  
 Sudbury Airport  
 Garson  
 P0M 1V0  
 (705) 693-4540  
 Weather Forecasts (recorded):  
 (705) 693-2717 (English)  
 (705) 693-4578 (French)
- Thunder Bay**  
**Atmospheric Environment Service**  
 Weather Office  
 104 Princess Street  
 P7E 3N9  
 (807) 577-3921  
 Weather Forecasts (recorded):  
 (807) 475-4224
- Thunder Bay**  
**Inland Waters Directorate**  
 Water Resources Branch  
 100 Main Street  
 Post Office Box 399  
 P7C 4V9  
 (807) 344-5971
- Tobermory**  
**Canadian Parks Service**  
 Bruce Peninsula National Park and  
 Fathom Five National Marine Park  
 Post Office Box 189  
 N0H 2R0  
 (519) 596-2233  
 Reservations:  
 (519) 596-2263
- Toronto**  
**Ontario Regional Office**  
 25 St Clair Avenue East  
 M4T 1M2  
 (416) 973-6467  
 Environmental Emergencies:  
 (416) 346-1971 (24-hour service)  
 Environmental Protection:  
 (416) 973-1059  
 Ontario Climate Centre:  
 (416) 973-8775

**Environment Canada (continued)**  
**ONTARIO (continued)**

**Toronto**

**Atmospheric Environment Service**

Head Office  
 4905 Dufferin Street  
 Downsview  
 M3H 5T4  
 (416) 739-4826

**Toronto**

**Atmospheric Environment Service**

Pearson International Airport  
 Post Office Box 159  
 Toronto AMF  
 L5P 1B1  
 Aviation Weather Forecasts:  
 (416) 676-3026  
 Weather Forecasts:  
 (416) 676-3066 (Toronto)  
 (416) 676-4567 (outside Toronto,  
 international, marine)  
 (416) 676-4671 (recorded in French)

**Virgil**

**Atmospheric Environment Service**

Weather Office  
 Post Office Box 640  
 L0S 1T0  
 (416) 688-5871  
 (416) 688-1847 (recorded)

**Waterloo**

**Atmospheric Environment Service**

Weather Office  
 Waterloo-Guelph Regional Airport  
 Post Office Box 160  
 Breslau  
 N0B 1M0  
 (519) 648-2571  
 (519) 648-2414 (recorded message)

**Wawa**

**Atmospheric Environment Service**

Weather Station  
 Highway 101  
 Post Office Box 1477  
 P0S 1K0  
 (705) 856-1399

**Williamstown**

**Canadian Parks Service**

Sir John Johnson House National  
 Historic Site  
 Mail: Post Office Box 479  
 Prescott X0E 1T0  
 (613) 925-2896

**Windsor**

**Atmospheric Environment Service**

Weather Office  
 Windsor Airport, Air Terminal  
 Rural Route 1  
 N9A 6J3  
 (519) 969-7585  
 (519) 969-2740 (recorded message)

**PRINCE EDWARD ISLAND**

**Cavendish**

**Canadian Parks Service**

Prince Edward Island National Park  
 Cavendish Campground  
 Mail: Post Office Box 487  
 Charlottetown C1A 7L1  
 (902) 963-2391  
 (902) 672-2664 (Covehead)

**Charlottetown**

**Canadian Parks Service**

District Office  
 2 Palmers Lane  
 Post Office Box 487  
 C1A 7L1  
 (902) 672-2211

**Charlottetown**

**Atmospheric Environment Service**

Weather Office  
 Dominion Building, Room 207  
 97 Queen Street  
 C1A 4A9  
 (902) 566-7060  
 Weather Forecasts (recorded):  
 (902) 566-7041

**Charlottetown**

**Canadian Parks Service**

Ardgowan National Historic Site  
 Post Office Box 487  
 C1A 7L1  
 (902) 566-7050

**Charlottetown**

**Canadian Parks Service**

Province House National Historic Site  
 Richmond Street  
 Post Office Box 487  
 C1A 7L1  
 (902) 566-7050

**Charlottetown**

**Conservation and Protection**

97 Queen Street, Room 320  
 Post Office Box 426  
 C1A 7K7  
 (902) 566-7042

**Charlottetown**

**Inland Waters Directorate**

Water Resources Branch  
 97 Queen Street, Room 308  
 Post Office Box 2529  
 C1A 8C2  
 (902) 566-7062

**Dalvay**

**Canadian Parks Service**

Prince Edward Island National Park  
 Mail: Post Office Box 487  
 Charlottetown C1A 7L1  
 (902) 672-2211  
 (902) 566-7050 (Charlottetown)

**Rocky Point**

**Canadian Parks Service**

Fort Amherst — Port la Joye National  
 Historic Site  
 Mail: Post Office Box 487  
 Charlottetown C1A 7L1  
 (902) 675-2220 (seasonal)  
 (902) 566-7050 (Charlottetown)

**QUEBEC**

**Carillon**

**Canadian Parks Service**

Carillon Barracks National Historic  
 Site  
 Carillon Canal  
 230 Du Barrage Street  
 J0V 1C0  
 (514) 537-3534

**Chambly**

**Canadian Parks Service**

Fort Chambly National Historic Site  
 2 Richelieu Street  
 J3L 2B9  
 (514) 658-1585

**Compton**

**Canadian Parks Service**

Louis S St-Laurent National Historic  
 Site  
 6 Principale Street South  
 Post Office Box 176  
 J0B 1L0  
 (819) 835-5448

**Coteau-du-Lac**

**Canadian Parks Service**

Coteau-du-Lac National Historic Site  
 Post Office Box 550  
 J0P 1B0  
 (514) 763-5631

**Gaspé**

**Canadian Parks Service**

Forillon National Park  
 Grande-Grève National Historic Site  
 Pointe-au-Père Lighthouse National  
 Historic Site  
 Post Office Box 1220  
 G0C 1R0  
 Grande-Grève:  
 (418) 368-5505  
 Pointe-au-Père Lighthouse:  
 (418) 724-6214

**Havre-Saint-Pierre**

**Canadian Parks Service**

Mingan Islands National Park  
 Reserve  
 Post Office Box 1180  
 G0G 1P0  
 (418) 538-3331





## Hull

**Head Office**

Les Terrasses de la Chaudière  
27th Floor  
10 Wellington Street  
Mail: Ottawa, Ontario K1A 0H3  
(819) 997-2800  
Historic Sites and Monuments Board  
of Canada:  
(819) 997-4059

## Hull

**Canadian Parks Service**

Communications Directorate  
Jules Léger Building, 6th Floor  
25 Eddy Street  
Mail: Ottawa, Ontario K1A 0H3  
(819) 994-2534

## Hull

Place Vincent Massey  
351 St Joseph Boulevard  
Mail: Ottawa, Ontario K1A 0H3  
**Canadian Wildlife Service:**  
(819) 997-1095  
**Inland Waters Directorate:**  
(819) 997-2071

## Île-aux-Noix

**Canadian Parks Service**

Fort Lennox National Historic Site  
Post Office Box 90  
J0J 1G0  
(514) 291-5700

## Lachine

**Canadian Parks Service**

The Fur Trade at Lachine National  
Historic Site  
1255 St Joseph Boulevard  
H8S 2M2  
(514) 637-7433

## Laurentides

**Canadian Parks Service**

Sir Wilfrid Laurier National Historic  
Site  
205 12th Avenue  
J0R 1C0  
(514) 439-3702

## Lévis

**Canadian Parks Service**

Fort No 1 at Pointe de Lévy National  
Historic Site  
c/o Artillery Park  
2 D'Auteuil Street  
Mail: Post Office Box 2474  
Quebec G1K 7R3  
(418) 835-5187

## Longueuil

**Inland Waters Directorate**

1001 Pierre Dupuy Street  
J4K 1A1  
(514) 928-4230

## Mirabel

**Atmospheric Environment Service**

Weather Office  
Mirabel International Airport  
Control Tower, Suite 201  
11655 Service A-3 Street  
J7N 1E7  
(514) 476-3029  
(514) 476-3028 (recorded message)  
Aviation Weather Forecasts:  
(514) 476-3036  
(514) 476-3027 (recorded)

## Montreal

**Atmospheric Environment Service**

Quebec Regional Office and  
Weather Centre  
100 Alexis Nihon Boulevard,  
3rd Floor  
Saint-Laurent  
H4M 2N8  
(514) 496-2089

## Montreal

**Canadian Parks Service**

District Office  
Louis-Joseph Papineau National  
Historic Site and  
Chambly Canal  
Mail: 1369 Bourgogne Street  
Chambly J3L 1Y4  
(514) 658-0681

## Montreal

**Environmental Protection**

Quebec Regional Office  
1179 De Bleury Street, 2nd Floor  
H3B 3H9  
(514) 283-4670  
Environmental Emergency Centre:  
(514) 283-2333

## Montreal

**Atmospheric Environment Service**

Weather Office  
Air Terminal Building, Room 450  
Dorval International Airport  
975 Romeo Vachon Boulevard  
Dorval  
H4Y 1H1  
(514) 636-3284  
Media Information:  
(514) 636-5977  
Weather Forecasts (recorded):  
(514) 636-3026 (English)  
(514) 636-3302 (French)

## Montreal

**Canadian Parks Service**

Lachine Canal  
715 Peel Street, Suite 302  
H3C 4L7  
(514) 283-6054

## Montreal

**Canadian Parks Service**

Sir George-Étienne Cartier National  
Historic Site  
458 Notre Dame Street East  
H2Y 1C8  
(514) 283-2282

## Ormstown

**Canadian Parks Service**

Battle of the Châteauguay National  
Historic Site  
Rural Route 4  
Allen's Corner  
J0S 1K0  
(514) 829-2003

## Point-à-la-Croix

**Canadian Parks Service**

Battle of the Ristigouche National  
Historic Site  
Post Office Box 359  
G0C 1L0  
(418) 788-5676

## Quebec

**Quebec Regional Office**

3 Buade Street, 4th Floor  
Post Office Box 6060  
Haute-Ville Postal Station  
G1R 4V7  
(418) 648-7204  
Canadian Parks Service:  
(418) 648-4177

## Quebec

1141 De l'Église Route  
Post Office Box 10100  
Sainte-Foy  
G1V 4H5

**Canadian Wildlife Service:**

(418) 648-7225

**Conservation and Protection:**

(418) 648-4512

**Inland Waters Directorate:**

(418) 648-3921

## Quebec

**Atmospheric Environment Service**

Weather Office  
Quebec Airport  
500 Principale Street  
Sainte-Foy  
G2E 5W1  
(418) 872-0061  
(418) 872-6088 (recorded message  
in English)  
(418) 877-8787 (recorded message  
in French)

## Quebec

**Canadian Parks Service**

Artillery Park National Historic Site  
2 D'Auteuil Street  
Post Office Box 2474  
G1K 7R3  
(418) 648-4205

**Environment Canada (continued)**  
**QUEBEC (continued)**

Quebec  
**Canadian Parks Service**  
Cartier-Brébeuf National Historic Site  
175 De l'Espinay Street  
Post Office Box 2474  
G1K 7R3  
(418) 648-4038

Quebec  
**Canadian Parks Service**  
Fortifications of Quebec National  
Historic Site  
La Poudrière de l'Esplanade  
100 St Louis Street  
Post Office Box 2474  
G1K 7R3  
(418) 648-7016

Quebec  
**Canadian Parks Service**  
Grosse Île National Historic Site  
Maillou House National Historic Site  
Post Office Box 2474  
G1K 7R3  
Grosse Île:  
(418) 835-5182  
Maillou House:  
(418) 648-4168

Quebec  
**Canadian Parks Service**  
Old Port of Quebec Interpretation  
Centre  
100 St André Street  
Post Office Box 2474  
G1K 7R3  
(418) 648-3300

Sainte-Anne-de-Bellevue  
**Canadian Parks Service**  
Sainte-Anne-de-Bellevue Canal  
170 Ste Anne Street  
H9X 1N1  
(514) 457-5546

Saint-Hubert  
**Atmospheric Environment Service**  
Weather Office  
5680 De l'Aéroport Highway  
J3Y 8Y9  
(514) 678-3161  
Administration:  
(514) 678-7781  
Aviation Weather Forecasts  
(recorded):  
(514) 678-2796 (English)  
(514) 678-4172 (French)  
Weather Forecasts (recorded):  
(514) 678-1153

Saint-Ours  
**Canadian Parks Service**  
Saint-Ours Canal  
2930 Des Patriotes Road  
J0G 1P0  
(514) 785-2212

Sept-Îles  
**Atmospheric Environment Service**  
Weather Office  
Sept-Îles Airport  
Post Office Box 2035  
G4R 4K2  
(418) 962-8524  
Administration:  
(418) 962-8529

Shawinigan  
**Canadian Parks Service**  
La Mauricie National Park  
794 5th Street  
Post Office Box 758  
G9N 6V9  
(819) 536-2638

Sherbrooke  
**Atmospheric Environment Service**  
Weather Office  
299 Olivier Street, 2nd Floor  
J1H 1X4  
(819) 564-4207  
(819) 564-5702 (recorded message)

Trois-Rivières  
**Atmospheric Environment Service**  
Weather Office  
1055 Des Forges Boulevard,  
Suite 430  
G8Z 4J8  
(819) 373-0694

Trois-Rivières  
**Canadian Parks Service**  
Forges du Saint-Maurice National  
Historic Site  
10000 Des Forges Boulevard  
G9C 1B1  
(819) 378-5116

Val-d'Or  
**Atmospheric Environment Service**  
Weather Office  
Val-d'Or Airport  
Post Office Box 846  
J9P 4P8  
(819) 824-4553

Ville-Marie  
**Canadian Parks Service**  
Fort Témiscamingue National  
Historic Site  
Post Office Box 636  
J0Z 3W0  
(819) 629-3222

**SASKATCHEWAN**

Abernethy  
**Canadian Parks Service**  
Motherwell Homestead National  
Historic Site  
Post Office Box 247  
S0A 0A0  
(306) 333-2116

Batoche  
**Canadian Parks Service**  
Batoche National Historic Site  
Mail: Post Office Box 999  
Rosthern S0K 3R0  
(306) 423-6227

Battleford  
**Canadian Parks Service**  
Fort Battleford National Historic Site  
Post Office Box 70  
S0M 0E0  
(306) 937-2621

Broadview  
**Atmospheric Environment Service**  
Weather Station  
Post Office Box 70  
S0G 0K0  
(306) 696-2229

Buffalo Narrows  
**Atmospheric Environment Service**  
Weather Station  
Post Office Box 205  
S0M 0J0  
(306) 235-4372

Cree Lake  
**Atmospheric Environment Service**  
Weather Station  
Mail: Via La Ronge  
S0J 1L0  
(306) 884-2144

Estevan  
**Atmospheric Environment Service**  
Weather Station  
Post Office Box 374  
S4A 2A4  
(306) 634-2833

Hudson Bay  
**Atmospheric Environment Service**  
Weather Station  
Post Office Box 983  
S0E 0Y0  
(306) 865-2721

Kindersley  
**Atmospheric Environment Service**  
Weather Station  
Post Office Box 760  
S0L 1S0  
(306) 463-2031

Maple Creek  
**Canadian Parks Service**  
Fort Walsh National Historic Site  
Post Office Box 278  
S0N 1N0  
(306) 662-2645

Meadow Lake  
**Atmospheric Environment Service**  
Weather Station  
Post Office Box 1720  
S0M 1V0  
(306) 236-5859





## Nipawin

**Atmospheric Environment Service**

Weather Station  
Post Office Box 2693  
S0E 1E0  
(306) 862-3933

## Pelly

**Canadian Parks Service**

Fort Pelly National Historic Site  
Mail: Post Office Box 247  
Abernethy S0A 0A0  
(306) 333-2116

## Prince Albert

**Atmospheric Environment Service**

Weather Office  
Post Office Box 2046  
S6V 6K1  
(306) 953-8640

## Prince Albert

**Inland Waters Directorate**

184 South Industrial Drive, Unit 8  
S6V 7L8  
(306) 953-8541

## Regina

**District Office**

Park Plaza, Suite 300  
2365 Albert Street  
S4P 4K1  
Environmental Protection:  
(306) 780-6464  
Inland Waters Directorate:  
(306) 780-5323  
Water Resources Branch:  
(306) 780-5340

## Regina

**Atmospheric Environment Service**

Weather Office  
Post Office Box 4800  
S4P 3Y4  
(306) 780-6674  
Aviation Weather Forecasts:  
(306) 780-5742  
Weather Forecasts (recorded):  
(306) 780-5744

## Saskatoon

**Atmospheric Environment Service**

Weather Office  
2625 Airport Drive, Suite 3  
S7L 7L1  
(306) 975-4255  
Aviation Weather Forecasts  
(recorded):  
(306) 975-4265  
Weather Forecast (recorded):  
(306) 975-4266

## Saskatoon

**Canadian Wildlife Service**

Prairie Migratory Birds Research  
Centre  
115 Perimeter Road  
S7N 0X4  
(306) 975-4087

## Saskatoon

**Inland Waters Directorate**

National Hydrology Research  
Institute  
11 Innovation Boulevard  
S7N 3H5  
(306) 975-5750

## Spy Hill

**Canadian Parks Service**

Fort Espérance National Historic Site  
Mail: Post Office Box 247  
Abernethy S0A 0A0  
(306) 333-2116

## Val Marie

**Canadian Parks Service**

Grasslands National Park  
Post Office Box 150  
S0N 2T0  
(306) 298-2257

## Waskesiu Lake

**Canadian Parks Service**

Prince Albert National Park  
Post Office Box 100  
S0J 2Y0  
(306) 663-5322

## YUKON

## Dawson

**Canadian Parks Service**

Dawson City Buildings National  
Historic Site  
Dredge No 4 National Historic Site  
Gold Room at Bear Creek National  
Historic Site  
SS Keno National Historic Site  
Post Office Box 390  
Y0B 1G0  
(403) 993-5462

## Haines Junction

**Canadian Parks Service**

Kluane National Park  
Post Office Box 5495  
Y0B 1L0  
(403) 634-2251

## Inuvik

**Canadian Parks Service**

Ivvavik National Park and  
Aulavik National Park  
Post Office Box 1840  
X0E 0T0  
(403) 979-3248

## Whitehorse

**District Office**

100 Hamilton Boulevard  
Post Office Box 6010  
Y1A 5L7  
Canadian Wildlife Service:  
(403) 668-2285  
Environmental Emergencies:  
(403) 667-7244  
Environmental Protection:  
(403) 667-3400

## Whitehorse

**Atmospheric Environment Service**

Weather Office  
Operations Building, Room 205  
Whitehorse Airport  
Y1A 3E4  
(403) 668-2291

## Whitehorse

**Canadian Parks Service**

Chilkoot Trail National Historic Site  
SS Klondike National Historic Site  
Post Office Box 5540  
Y1A 5H4  
(403) 668-2116

## Whitehorse

**Inland Waters Directorate**

Water Resources Branch  
100 Hamilton Boulevard  
Post Office Box 4117  
Y1A 3S9  
(403) 668-2161

---

**Export Development Corporation  
(EDC)**


---

## ALBERTA

## Calgary

510 5th Street South West,  
Suite 1030  
T2P 3S2  
(403) 292-6898  
(403) 292-6902 (Fax)

## BRITISH COLUMBIA

## Vancouver

1 Bentall Centre, Suite 1030  
505 Burrard Street  
V7X 1M5  
(604) 666-6234  
(604) 666-7550 (Fax)

## MANITOBA

## Winnipeg

330 Portage Avenue, 8th Floor  
R3C 0C4  
(204) 983-5114  
(204) 983-2187 (Fax)

## NOVA SCOTIA

## Halifax

Toronto-Dominion Bank Building,  
Suite 1003  
1791 Barrington Street  
B3J 3L1  
(902) 429-0426  
(902) 423-0881 (Fax)

## ONTARIO

## London

Talbot Centre  
148 Fullarton Street, Suite 1512  
N6A 5P3  
(519) 645-5828  
(519) 645-5580 (Fax)

**Export Development Corporation***(continued)***ONTARIO** *(continued)***Ottawa****Head Office**

151 O'Connor Street  
K1A 1K3  
(613) 598-2739  
(613) 237-2690 (Fax)  
Information:  
(613) 598-2992

**Toronto**

150 York Street, Suite 810  
Post Office Box 810  
M5H 3S5  
(416) 973-6211  
(416) 862-1267 (Fax)

**QUEBEC****Montreal**

Tour de la Bourse, Suite 4520  
800 Victoria Square  
Post Office Box 124  
Tour de la Bourse Postal Station  
H4Z 1C3  
(514) 283-3013  
(514) 878-9891 (Fax)

---

**Employment and Immigration  
Canada (EIC)**


---

**ALBERTA****Banff****Canada Employment Centre**

314 Martin Street  
Cascade West  
Post Office Box 1899  
T0L 0C0  
(403) 762-4200

**Blairmore****Canada Employment Centre**

Federal Building  
20th Avenue and 27th Street  
T0K 0E0  
(403) 562-8118

**Brooks****Canada Employment Centre**

608 Second Street West  
T1R 1A8  
(403) 362-3488

**Calgary****Public Affairs**

Harry Hays Building, Room 163  
220 4th Avenue South East  
T2P 2T7  
(403) 292-5202

**Calgary****Canada Employment Centre**

(Calgary Centre)  
Harry Hays Building  
220 4th Avenue South East  
Post Office Box 2530, Station M  
T2P 2T7  
Employer Services:  
(403) 292-5211  
Employment:  
(403) 292-4866

**Calgary****Canada Employment Centre**

(Calgary East)  
2710 17th Avenue South East  
Post Office Box 20, Station J  
T2A 6M3  
(403) 292-5160  
Administration:  
(403) 292-5841

**Calgary****Canada Employment Centre**

(Calgary North)  
119 14th Street North West  
Post Office Box 3999, Station B  
T2M 4S4  
(403) 292-6335  
Administration:  
(403) 292-6356

**Calgary****Canada Employment Centre**

(Calgary South)  
7015 MacLeod Trail South West  
2nd Floor, Centre 70  
Post Office Box 5175, Station A  
T2H 1X3  
(403) 292-4803

**Calgary****Canada Employment Centre**

Administration  
1307 33rd Street North East  
Post Office Box 1000, Station J  
T2A 6A7  
(403) 292-4696

**Calgary****Canada Immigration Centre**

Calgary International Airport  
2000 Airport Road North East  
Post Office Box 99  
T2E 6W5  
(403) 292-6380

**Calgary****Canada Immigration Centre**

Harry Hays Building, Suite 170  
220 4th Avenue South East  
T2G 4X3  
(403) 292-5724

**Camrose****Canada Employment Centre**

Federal Building  
4901 50th Avenue  
T4V 0S2  
(403) 672-5597

**Carway****Canada Immigration Centre**

Mail: Post Office Box 1240  
Cardston T0K 0K0  
(403) 653-3077

**Coutts****Canada Immigration Centre**

Post Office Box 157  
T0K 0N0  
(403) 344-3744

**Drumheller****Canada Employment Centre**

Federal Building  
196 3rd Avenue West  
Post Office Box 550  
T0J 0Y0  
(403) 823-3365

**Edmonton****Regional Office**

Canada Place, Suite 1440  
9700 Jasper Avenue  
T5J 4C1  
(403) 495-2431  
Adjustment Programs:  
(403) 495-2447

**Edmonton****Canada Employment Centre**

(Edmonton Metro)  
Canada Place, Suite 260  
9700 Jasper Avenue  
T5J 4B8  
(403) 495-2280

**Edmonton****Canada Employment Centre**

Northwood Mall  
9402 135th Avenue  
T5E 5R8  
(403) 473-3800

**Edmonton****Canada Employment Centre**

(Edmonton South)  
6325 103rd Street  
T6H 5H6  
(403) 438-6610

**Edmonton****Canada Employment Centre**

(Edmonton West)  
Family Life Complex, Suite 100  
17420 Stony Plain Road  
T5S 1K6  
(403) 489-2277

**Edmonton****Canada Immigration Centre**

Edmonton International Airport  
Post Office Box 9879  
T5J 2T2  
(403) 890-4350

**Edmonton****Canada Immigration Centre**

Metropolitan Place  
10032 103rd Street  
T5J 4R6  
(403) 495-2199





## Edson

**Canada Employment Centre**  
4910 4th Avenue  
Post Office Box 6780  
T7E 1V2  
(403) 723-3326

## Fort McMurray

10020 Franklin Avenue  
T9H 2K6  
**Canada Employment Centre:**  
(403) 743-2258  
**Canada Immigration Centre:**  
(403) 743-2339

## Grand Centre

**Canada Employment Centre**  
4817 52nd Street  
Post Office Box 1109  
T0A 1T0  
(403) 594-4475

## Grande Cache

**Canada Employment Centre**  
3202 Pine Plaza  
Post Office Box 1050  
T0E 0Y0  
(403) 827-2027

## Grande Prairie

10121 97th Avenue  
T8V 0N5  
**Canada Employment Centre:**  
(403) 532-3488  
**Canada Immigration Centre:**  
(403) 532-1385

## High Level

**Canada Employment Centre**  
9808 100th Avenue  
Post Office Box 1737  
T0H 1Z0  
(403) 926-3777

## High Prairie

**Canada Employment Centre**  
5209 50th Street  
Post Office Box 360  
T0G 1E0  
(403) 523-3331

## Hinton

**Canada Employment Centre**  
Hinton Centre Mall  
211 Pembina Avenue  
Post Office Box 6569  
T7V 1X8  
(403) 865-7767

## Jasper

**Canada Employment Centre**  
Provincial Building  
631 Patricia Street  
Post Office Box 1388  
T0E 1E0  
(403) 852-4418

## Lethbridge

**Canada Employment Centre**  
419 7th Street South  
Postal Bag 3017  
T1J 4J9  
(403) 327-8535

## Lethbridge

**Canada Immigration Centre**  
Government of Canada Building  
Room 403  
706 4th Avenue South  
Post Office Box 2050  
T1J 4K6  
(403) 382-3141

## Medicine Hat

**Canada Employment Centre**  
1001 Kingsway Avenue South East  
T1A 2X7  
(403) 528-6800

## Peace River

**Canada Employment Centre**  
9930B 102nd Street  
Postal Bag 1600  
T8S 1V3  
(403) 624-4485

## Red Deer

**Canada Employment Centre**  
First Red Deer Place, 2nd Floor  
4911 51st Street  
Postal Bag 5050  
T4N 6A1  
(403) 341-7111

## Red Deer

**Canada Immigration Centre**  
4911 51st Street, Room 301  
T4N 6V4  
(403) 340-4214

## Rocky Mountain House

**Canada Employment Centre**  
Bighorn Plaza, Room 10  
4747 45th Street  
Post Office Box 1030  
T0M 1T0  
(403) 845-6099

## St Paul

**Canada Employment Centre**  
5105 50th Avenue  
Post Office Box 309  
T0A 3A0  
(403) 645-4428

## Slave Lake

**Canada Employment Centre**  
201 2nd Street North East,  
Room 107  
Post Office Box 760  
T0G 2A0  
(403) 849-8200

## Stettler

**Canada Employment Centre**  
Federal Building, 2nd Floor  
5104 50th Avenue  
Post Office Box 1990  
T0C 2L0  
(403) 742-4421

## Wainwright

**Canada Employment Centre**  
406 9th Street  
Post Office Box 460  
T0B 4P0  
(403) 842-3389

## Wetaskiwin

**Canada Employment Centre**  
3725 56th Street, 2nd Floor  
T9A 2V6  
(403) 352-6081

## BRITISH COLUMBIA

## Abbotsford

**Canada Employment Centre**  
32560 Simon Avenue, Suite 101  
Clearbrook  
V2T 5L7  
(604) 854-2700

## Aldergrove

**Canada Immigration Centre**  
Aldergrove Border Crossing  
10 Highway 13  
Rural Route 5  
V0X 1A0  
(604) 856-8743

## Cache Creek

**Canada Employment Centre**  
1153 East Trans-Canada Highway  
Post Office Box 819  
V0K 1H0  
(604) 457-6271

## Campbell River

**Canada Employment Centre**  
1180 Ironwood Road, Room 102  
V9W 5P7  
(604) 286-6212

## Chetwynd

**Canada Employment Centre**  
5021 49th Avenue, Suite 9  
Post Office Box 1540  
V0C 1J0  
(604) 788-3332

## Chilliwack

**Canada Employment Centre**  
46229 Yale Road  
V2P 2P4  
(604) 792-1371

## Courtenay

**Canada Employment Centre**  
130 19th Street  
V9N 8S1  
(604) 334-3151

**Employment and Immigration****Canada (continued)****BRITISH COLUMBIA (continued)****Cranbrook****Canada Employment Centre**

1113 Baker Street

V1C 1A7

(604) 489-4101

**Cranbrook****Canada Immigration Centre**

101 10th Avenue South, Room 204

V1C 2N1

(604) 426-8924

**Creston****Canada Employment Centre**

223B 10th Avenue North

Post Office Box 748

V0B 1G0

(604) 428-5366

**Dawson Creek****Canada Employment Centre**

Federal Building, Room 201

10401 10th Street

V1G 4V1

(604) 782-5877

**Douglas****Canada Immigration Centre**

210 Deas Thoroughway

Mail: White Rock V4B 5A8

(604) 536-7671

**Duncan****Canada Employment Centre**

20 Coronation Avenue

V9L 2S7

(604) 748-5231

**Fernie****Canada Employment Centre**

602A 2nd Avenue

Post Office Box 760

V0B 1M0

(604) 423-6806

**Fort Nelson****Canada Employment Centre**

Federal Building

4801 51st Street

Post Office Box 596

V0C 1R0

(604) 774-2727

**Fort St John****Canada Employment Centre**

10139 101st Avenue

V1J 2B4

(604) 785-6166

**Grand Forks****Canada Employment Centre**

475 73rd Avenue

Post Office Box 1409

V0H 1H0

(604) 442-2132

**Hope****Canada Employment Centre**

777 Fraser Avenue

Post Office Box 69

V0X 1L0

(604) 869-9901

**Houston****Canada Employment Centre**

3459 9th Street

Post Office Box 1269

V0J 1Z0

(604) 845-2602

**Huntingdon****Canada Immigration Centre**

Huntingdon Border Crossing

V0X 1M0

(604) 853-5945

**Kamloops****Canada Employment Centre**

317 Seymour Street

V2C 2E8

(604) 372-2515

**Kamloops****Canada Immigration Centre**

63 West Victoria Street, Suite 130

V2C 6L3

(604) 374-2171

**Kelowna**

471 Queensway Avenue, Room 206

V1Y 6S5

**Canada Employment Centre:**

(604) 762-3018

**Canada Immigration Centre:**

(604) 861-6029

**Kingsgate****Canada Immigration Centre**

Kingsgate Border Crossing

V0B 1V0

(604) 424-5424

**Kitimat****Canada Employment Centre**

Federal Building, Room 311

450 City Centre

V8C 1T6

(604) 632-4691

**Langley****Canada Employment Centre**

20621 Logan Avenue

V3A 7R3

(604) 533-1201

**Mackenzie****Canada Employment Centre**

Federal Building

Post Office Box 1870

V0J 2C0

(604) 997-6615

**Maple Ridge****Canada Employment Centre**

22335 Lougheed Highway

V2X 2T3

(604) 467-5515

**Merritt****Canada Employment Centre**

2090 Coutlee Avenue

Post Office Box 549

V0K 2B0

(604) 378-5151

**Mission****Canada Employment Centre**

Mission Square Mall, Unit B

32618 Logan Avenue

V2V 6C7

(604) 826-1204

**Nanaimo**

60 Front Street

V9R 5H7

**Canada Employment Centre:**

(604) 754-0222

**Canada Immigration Centre:**

(604) 754-0226

**Nelson****Canada Employment Centre**

Federal Building

514 Vernon Street

V1L 4E7

(604) 352-3155

**New Westminster****Canada Employment Centre**

29 Sixth Street

V3L 2Y9

(604) 526-4511

(604) 682-6213 (service in French)

**New Westminster****Canada Employment Centre**

3020 Lincoln Avenue, Room 200

Coquitlam

V3B 6B5

(604) 464-7144

(604) 682-6213 (service in French)

**New Westminster****Canada Immigration Centre**

Federal Building, Room 300

549 Columbia Street

V3L 1B3

(604) 666-1497

**100 Mile House****Canada Employment Centre**

305 South Birch Avenue

Post Office Box 1240

V0K 2E0

(604) 395-4013

**Osoyoos****Canada Immigration Centre**

Highway 97 South

Rural Route 1

V0H 1V0

(604) 495-6545

**Penticton****Canada Employment Centre**

386 Ellis Street

V2A 8C9

(604) 492-3848





## Port Alberni

**Canada Employment Centre**  
Federal Building, 2nd Floor  
4877 Argyle Street  
V9Y 1V9  
(604) 724-0151

## Port Hardy

**Canada Employment Centre**  
8755 Granville Street  
Post Office Box 700  
V0N 2P0  
(604) 949-7474

## Powell River

**Canada Employment Centre**  
4812 Joyce Avenue  
V8A 3B8  
(604) 485-2721

## Prince George

**Canada Employment Centre**  
1190 2nd Avenue  
V2L 3B2  
(604) 561-5200

## Prince George

**Canada Immigration Centre**  
Royal Bank Building, Room 400  
550 Victoria Street  
V2L 2K1  
(604) 561-5305

## Prince Rupert

Pride O'North Mall  
309 2nd Avenue West  
V8J 3T1  
**Canada Employment Centre:**  
(604) 624-9671  
**Canada Immigration Centre:**  
(604) 627-3040

## Princeton

**Canada Employment Centre**  
221A Bridge Street  
Post Office Box 880  
V0X 1W0  
(604) 295-6951

## Quesnel

**Canada Employment Centre**  
283 Reid Street  
V2J 2M1  
(604) 992-5538

## Revelstoke

**Canada Employment Centre**  
315 Mackenzie Avenue  
Post Office Box 2580  
V0E 2S0  
(604) 837-5106

## Salmon Arm

**Canada Employment Centre**  
191 Shuswap Street  
Post Office Box 1510  
V1E 4P6  
(604) 832-8083

## Sechelt

**Canada Employment Centre**  
5555 Highway 101, Suite 100  
Post Office Box 1520  
V0N 3A0  
(604) 885-5414

## Smithers

**Canada Employment Centre**  
1090 Main Street  
Post Office Box 1028  
V0J 2N0  
(604) 847-3248

## Squamish

**Canada Employment Centre**  
Chieftain Centre  
1303 Pemberton Avenue  
Post Office Box 860  
V0N 3G0  
(604) 892-3263

## Surrey

**Canada Employment Centre**  
7404 King George Highway  
V3W 0L4  
(604) 590-3346

## Surrey

**Canada Immigration Centre**  
7093 King George Highway,  
Room 210  
V3W 5A2  
(604) 597-9710

## Surrey

**Canada Immigration Centre**  
28 176th Street  
V3S 5J9  
(604) 538-3622

## Terrace

**Canada Employment Centre**  
4630 Lazelle Avenue  
V8G 1S6  
(604) 635-7134

## Trail

**Canada Employment Centre**  
835 Spokane Street  
V1R 3W4  
(604) 368-5566

## Vancouver

**Regional Office**  
Royal Centre  
1055 West Georgia Street  
Post Office Box 11145  
V6E 2P8  
(604) 666-6328  
Immigration Appeals:  
(604) 666-3130

## Vancouver

800 Helmcken Street  
V6Z 2N4  
Adjudication Directorate:  
(604) 666-8769  
**Canada Immigration Centre:**  
(604) 666-2171

## Vancouver

**Canada Employment Centre**  
Sinclair Centre, 3rd Floor  
757 West Hastings Street  
V6C 1A1  
(604) 681-8253  
(604) 682-6213 (service in French)

## Vancouver

**Canada Employment Centre**  
125 10th Avenue East  
V5T 1Z3  
(604) 872-7431  
(604) 682-6213 (service in French)

## Vancouver

**Canada Employment Centre**  
(Vancouver East)  
460 Nanaimo Street  
V5L 4W3  
(604) 251-6167  
(604) 682-6213 (service in French)

## Vancouver

**Canada Employment Centre**  
(Kitsilano)  
2040 10th Avenue West  
V6J 2B3  
(604) 732-1311  
(604) 682-6213 (service in French)

## Vancouver

**Canada Employment Centre**  
(Vancouver South)  
6464 Fraser Street  
V5W 3A4  
(604) 324-1142  
(604) 682-6213 (service in French)

## Vancouver

**Canada Employment Centre**  
4980 Kingsway, Suite 300  
Post Office Box 80039  
Burnaby  
V5H 4L1  
(604) 437-3761  
(604) 682-6213 (service in French)

## Vancouver

**Canada Employment Centre**  
124 15th Street East  
North Vancouver  
V7L 4S1  
(604) 988-1151  
(604) 682-6213 (service in French)

## Vancouver

**Canada Employment Centre**  
6511 Buswell Road  
Richmond  
V6Y 3B5  
(604) 273-6431

## Vancouver

**Canada Employment Centre**  
Temporary Employment Office  
6 2nd Avenue East  
V5T 1B1  
(604) 879-7154

**Employment and Immigration****Canada (continued)****BRITISH COLUMBIA (continued)**

## Vancouver

**Canada Immigration Centre**

Vancouver International Airport  
Post Office Box 24260

Richmond

V7B 1Y3

(604) 666-1185

## Vancouver

**Canada Immigration Centre**

Refugee Backlog

1176 West Georgia Street

V6E 4B9

(604) 666-8456

## Vancouver

**Canada Immigration Centre**

Settlement

1188 West Georgia Street, Suite 500

V6E 4A2

(604) 681-8253

## Vanderhoof

**Canada Employment Centre**

Federal Building

192 West Stewart Street

Post Office Box 1460

V0J 3A0

(604) 567-4795

## Vernon

**Canada Employment Centre**

Federal Building, 2nd Floor

3202 31st Street

V1T 5J1

(604) 545-2125

## Victoria

**Canada Employment Centre**

722 Johnson Street

V8W 1N1

(604) 363-3481

## Victoria

**Canada Employment Centre**

3962 Borden Street

Saanich

V8P 3H8

(604) 727-6551

(604) 744-4131 (service in French)

## Victoria

**Canada Immigration Centre**

Canada Custom House, Room 377

816 Government Street

V8W 1W9

(604) 363-3627

## Williams Lake

**Canada Employment Centre**

79 4th Avenue South

V2G 1J6

(604) 392-4184

**MANITOBA**

## Brandon

**Canada Employment Centre**

153 11th Street

Post Office Box 1178

R7A 6E2

(204) 727-0583

## Brandon

**Canada Immigration Centre**

Federal Building, Room 225

153 11th Street

R7A 4J5

(204) 726-7542

## Dauphin

**Canada Employment Centre**

135 2nd Avenue North East

R7N 0Z6

(204) 638-3711

## Emerson

**Canada Immigration Centre**

Customs and Immigration Building

Highway 29

Post Office Box 425

R0A 0L0

(204) 373-2197

## Flin Flon

**Canada Employment Centre**

86 Main Street

R8A 1J8

(204) 687-8231

## Lynn Lake

**Canada Employment Centre**

Federal Building

Sherritt Avenue

Mail: Tadoule Lake R0B 2C0

(204) 356-8300

## Morden

**Canada Employment Centre**

158 Stephen Street

R0G 1J0

(204) 822-4491

## Neepawa

**Canada Employment Centre**

225 Ellen Street

Post Office Box 598

R0J 1H0

(204) 476-3371

## Portage la Prairie

**Canada Employment Centre**

1016 Saskatchewan Avenue East

R1N 3V2

(204) 239-8400

## Selkirk

**Canada Employment Centre**

237 Manitoba Avenue

Post Office Box 7000

R1A 2M8

(204) 785-6200

## Steinbach

**Canada Employment Centre**

323 Main Street

Post Office Box 1149

R0A 2A0

(204) 326-1371

## Swan River

**Canada Employment Centre**

Federal Building

203 5th Avenue North

Post Office Box 1358

R0L 1Z0

(204) 734-3483

## The Pas

**Canada Employment Centre**

Federal Building

151 Fischer Avenue

Post Office Box 660

R9A 1K7

(204) 623-3453

## Thompson

**Canada Employment Centre**

North Centre Mall, Room 118

3 Station Road

R8N 0N3

(204) 778-4471

## Winnipeg

**Regional Office**

259 Portage Avenue, Suite 500

R3B 3L4

(204) 983-3928

Immigration Appeals:

(204) 983-3791

## Winnipeg

**Canada Employment Centre**

(Winnipeg Centre)

320 Donald Street

Post Office Box 8850

R3C 3E6

(204) 983-5363

## Winnipeg

**Canada Employment Centre**

(Winnipeg East)

1122 Henderson Highway

R2G 1L1

(204) 983-5392

## Winnipeg

**Canada Employment Centre**

(Winnipeg North)

1412 McPhillips Street

R2V 3C5

(204) 983-2307

## Winnipeg

**Canada Employment Centre**

(St Boniface)

170 Marion Street

R2H 0T4

(204) 983-2510





## Winnipeg

**Canada Employment Centre**  
(Winnipeg South)  
1048 Pembina Highway  
R3T 1Z8  
(204) 983-6670

## Winnipeg

**Canada Employment Centre**  
(Winnipeg West)  
1680 Ellice Avenue, Room 4  
R3H 0Z2  
(204) 983-5301

## Winnipeg

**Canada Employment Centre**  
Temporary Employment Office  
455 Hargrave Street  
R3A 0X4  
(204) 983-5398

## Winnipeg

**Canada Immigration Centre**  
Paris Building, 4th Floor  
259 Portage Avenue  
R3B 2A9  
(204) 983-2043

## Winnipeg

**Canada Immigration Centre**  
Winnipeg International Airport  
2000 Wellington Avenue, Room T35  
R3H 1C1  
(204) 983-8836

## NEW BRUNSWICK

## Bathurst

Nicholas Denys Building  
120 Harbourview Boulevard  
Post Office Box 6000  
E2A 4S9  
(506) 548-7986

## Bathurst

**Canada Employment Centre**  
Nicholas Denys Building  
120 Harbourview Boulevard  
Post Office Box 4000  
E2A 1R6  
(506) 548-7998

## Bathurst

**Canada Immigration Centre**  
Nicholas Denys Building  
120 Harbourview Boulevard  
Post Office Box 720  
E2A 3Z6  
(506) 548-7985

## Bathurst

**Canadian Government Annuities**  
Nicholas Denys Building  
120 Harbourview Boulevard  
Post Office Box 12000  
E2A 4T6  
(506) 548-7972

## Bathurst

**Employer Registration**  
Nicholas Denys Building  
120 Harbourview Boulevard  
Post Office Box 11000  
E2A 4T5  
(506) 548-7906

## Buctouche

**Canada Employment Centre**  
Le Bourg Place  
Post Office Box 400  
E0A 1G0  
(506) 743-2700

## Campbellton

**Canada Employment Centre**  
3 Andrew Street  
Post Office Box 5002  
E3N 3L3  
(506) 789-4515

## Caraquet

**Canada Employment Centre**  
127 St Pierre Boulevard West  
Post Office Box 730  
E0B 1K0  
(506) 726-5200

## Dalhousie

**Canada Employment Centre**  
127 Brunswick Street  
Post Office Box 1720  
E0K 1B0  
(506) 684-5619

## Edmundston

**Canada Employment Centre**  
Federal Building  
22 Emmerson Street  
E3V 1R7  
(506) 739-0201  
(506) 735-3358 (recorded message)

## Edmundston

**Canada Immigration Centre**  
66 St François Street, Suite 120  
E3V 1E5  
(506) 739-1050

## Florenceville

**Canada Employment Centre**  
Main Street  
E0J 1K0  
(506) 392-5537

## Fredericton

**Regional Office**  
615 Prospect Street West  
Post Office Box 2600  
E3B 5V6  
(506) 452-3763  
Immigration:  
(506) 452-3707

## Fredericton

**Canada Employment Centre**  
King's Place Complex, 5th Floor  
440 King Street  
Post Office Box 12000  
E3B 5G4  
(506) 452-3650

## Fredericton

**Canada Immigration Centre**  
Frederick Square, Suite 380  
77 Westmorland Street  
E3B 6Z3  
(506) 452-3090

## Grand Falls

**Canada Employment Centre**  
General Delivery, Sub-Station 2  
E0J 2E0  
(506) 473-1873

## Minto

**Canada Employment Centre**  
60 Main Street  
Post Office Box 370  
E0E 1J0  
(506) 327-3339

## Moncton

**Sub-Regional Office**  
1081 Main Street  
Post Office Box 6044  
E1C 9G8  
(506) 851-6820

## Moncton

**Canada Employment Centre**  
West Main Plaza  
1600 Main Street West  
Post Office Box 5003  
E1C 8R5  
(506) 851-3090

## Moncton

**Canada Immigration Centre**  
West Main Plaza, Suite 211  
1600 Main Street West  
Post Office Box 1049  
E1C 8P2  
(506) 851-6780

## Newcastle

**Canada Employment Centre**  
150 Pleasant Street  
Post Office Box 1030  
E1V 3V5  
(506) 627-2005

## Richibucto

**Canada Employment Centre**  
Cartier Place  
Post Office Box 5004  
E0A 2M0  
(506) 523-4628

## Sackville

**Canada Employment Centre**  
5 Robson Avenue  
Post Office Box 930  
E0A 3C0  
(506) 536-0753

## Saint John

**Canada Employment Centre**  
400 Main Street  
Post Office Box 7000, Station A  
E2L 4V4  
(506) 636-3926

**Employment and Immigration****Canada** (*continued*)**NEW BRUNSWICK** (*continued*)

Saint John

**Canada Immigration Centre**

Customs Building  
189 Prince William Street  
E2L 2B9  
(506) 636-4587

Saint-Léonard

**Canada Immigration Centre**

Customs and Immigration Building  
Post Office Box 388  
E0L 1M0  
(506) 423-6462

Saint-Quentin

**Canada Employment Centre**

Government of Canada Building  
193 Canada Street  
Post Office Box 549  
E0K 1J0  
(506) 235-3651

St Stephen

**Canada Employment Centre**

78 Milltown Boulevard  
Post Office Box 5004  
E3L 3B4  
(506) 465-2000

St Stephen

**Canada Immigration Centre**

Highway Inspection Building  
Ferry Point Bridge  
Post Office Box 400  
E3L 2X3  
(506) 466-2345

Shediac

**Canada Employment Centre**

Centre Ville Mall  
E0A 3G0  
(506) 532-6636

Shippagan

**Canada Employment Centre**

196 J D Gauthier Boulevard  
Post Office Box 4000  
E0B 2P0  
(506) 336-2231

Sussex

**Canada Employment Centre**

49 Winter Street  
Post Office Box 1670  
E0E 1P0  
(506) 432-6221

Tracadie

**Canada Employment Centre**

3395 Principale Street  
Post Office Box 4000  
E0C 2B0  
(506) 395-3309

Woodstock

**Canada Employment Centre**

Federal Building  
Regent Street  
Post Office Box 2001  
E0J 2B0  
(506) 325-3200

Woodstock

**Canada Immigration Centre**

International Boundary  
Rural Route 3  
E0J 2B0  
(506) 325-3270

**NEWFOUNDLAND**

Channel – Port aux Basques

**Canada Employment Centre**

Grand Bay Mall  
Post Office Box 849  
A0M 1C0  
(709) 695-7319

Clarenville

**Canada Employment Centre**

Vardy Building  
Manitoba Drive  
Post Office Box 940  
A0E 1J0  
(709) 466-3241

Corner Brook

**Canada Employment Centre**

Herald Towers  
4 Herald Avenue  
Post Office Box 2004  
A2H 6J6  
(709) 637-4200

Gander

**Canada Employment Centre**

McCurdy Building  
Post Office Box 347  
A1V 1W7  
(709) 256-6524

Gander

**Canada Immigration Centre**

International Terminal  
Gander International Airport  
James Boulevard  
Post Office Box 130  
A1V 1W5  
(709) 256-6570

Grand Falls – Windsor

**Canada Employment Centre**

22 to 24 High Street  
Post Office Box 709  
A2A 2K2  
(709) 292-5100

Happy Valley – Goose Bay

Labrador

**Canada Employment Centre**

23 Broomfield Street  
Post Office Box 3010, Station B  
A0P 1E0  
(709) 896-3323

Harbour Grace

**Canada Employment Centre**

Babb Building  
Harvey Street  
Post Office Box 1900  
A0A 2M0  
(709) 596-7011

Labrador City

Labrador

**Canada Employment Centre**

Bruno Plaza, 1st Floor  
118 Humphrey Road  
A2V 2J8  
(709) 944-3655

Marystown

**Canada Employment Centre**

Ville Marie Drive  
Post Office Box 160  
A0E 2M0  
(709) 279-1703  
(709) 279-1064 (automated service)

Placentia

**Canada Employment Centre**

Dalfen's Mall  
Post Office Box 339  
A0B 2Y0  
(709) 227-3753

Rocky Harbour

**Canada Employment Centre**

Main Road  
Post Office Box 100  
A0K 4N0  
(709) 458-2624

St Anthony

**Canada Employment Centre**

Viking Mall  
Post Office Box 99  
A0K 4S0  
(709) 454-3560

St John's

**Regional Office**

167 Kenmount Road  
Post Office Box 12051  
A1B 3Z4  
(709) 772-5322  
Industrial Adjustment Service:  
(709) 772-2295

St John's

**Canada Employment Centre**

277 Water Street  
Post Office Box 8548, Station A  
A1B 3P3  
(709) 772-4372

St John's

**Canada Immigration Centre**

Building 223  
Pleasantville  
Post Office Box 13667, Station A  
A1B 4G1  
(709) 772-5388





Springdale  
**Canada Employment Centre**  
 Cohen Building  
 Main Street  
 Post Office Box 670  
 A0J 1T0  
 (709) 673-3841

Stephenville  
**Canada Employment Centre**  
 48 St George's Avenue  
 Post Office Box 690  
 A2N 3B5  
 (709) 643-2104

#### NORTHWEST TERRITORIES

Fort Simpson  
**Canada Employment Centre**  
 Federal Building  
 Post Office Box 380  
 X0E 0N0  
 (403) 695-2238

Fort Smith  
**Canada Employment Centre**  
 Government of Canada Building  
 Post Office Box 1018  
 X0E 0P0  
 (403) 872-2747

Hay River  
**Canada Employment Centre**  
 Federal Building, Room 204  
 Post Office Box 1065  
 X0E 0R0  
 (403) 874-6739

Inuvik  
**Canada Employment Centre**  
 Phoenix Building  
 170 McKenzie Road  
 Post Office Box 1678  
 X0E 0T0  
 (403) 979-2122

Iqaluit  
**Canada Employment Centre**  
 Trigram Building, Suite 903  
 Post Office Box 639  
 X0A 0H0  
 (819) 979-5315

Rankin Inlet  
**Canada Employment Centre**  
 Post Office Box 97  
 X0C 0G0  
 (819) 645-2853  
 (Ask Operator to place call)

Yellowknife  
**Northwest Territories Directorate**  
 Scotia Centre  
 5102 50th Avenue  
 Postal Bag 1170  
 X1A 2N8  
 (403) 920-8422  
 Canada Employment Centre:  
 (403) 920-8400  
 Canada Immigration Centre:  
 (403) 920-8412

#### NOVA SCOTIA

Amherst  
**Canada Employment Centre**  
 15 Victoria Street  
 Post Office Box 248  
 B4H 3Z2  
 (902) 661-6618

Antigonish  
**Canada Employment Centre**  
 Federal Building, 2nd Floor  
 325 Main Street  
 B2G 2C3  
 (902) 863-7010

Bedford  
**Canada Employment Centre**  
 Royal Bank Building, 2nd Floor  
 1597 Bedford Highway  
 Post Office Box 44176  
 B4A 3Z8  
 (902) 426-5185

Bridgewater  
**Canada Employment Centre**  
 236 Dominion Street  
 Post Office Box 3100  
 B4V 3J1  
 (902) 527-5506

Chester  
**Canada Employment Centre**  
 Chester Shore Mall  
 Highway 3  
 Post Office Box 2030  
 B0J 1J0  
 (902) 275-4404

Church Point  
**Canada Employment Centre**  
 Credit Union Building  
 B0W 1M0  
 (902) 769-3371

Dartmouth  
**Regional Office**  
 Metropolitan Place  
 99 Wyse Road  
 Post Office Box 1350  
 B2Y 4B9  
 (902) 426-8306  
 Immigration:  
 (902) 426-2905  
 Industrial Adjustment Service:  
 (902) 426-2766

Dartmouth  
**Canada Employment Centre**  
 176 Portland Street  
 Post Office Box 2400, Station E  
 B2W 4A5  
 (902) 426-9052

Dartmouth  
**Canada Employment Centre**  
 Commerce Building, 5th Floor  
 73 Tacoma Drive  
 Post Office Box 2400, Station E  
 B2W 4A5  
 (902) 426-4720

Digby  
**Canada Employment Centre**  
 Evangeline Mall  
 Post Office Box 1540  
 B0V 1A0  
 (902) 245-4781

Glace Bay  
**Canada Employment Centre**  
 70 Main Street, Suite 201  
 Post Office Box 310  
 B1A 5V4  
 (902) 842-2461

Guysborough  
**Canada Employment Centre**  
 Chedabucto Mall  
 Post Office Box 230  
 B0H 1N0  
 (902) 533-2119

Halifax  
**Canada Employment Centre**  
 Halifax Shopping Centre, Suite 2007  
 7001 Mumford Road  
 Post Office Box 1800, Halifax  
 Central Station  
 B3J 3V1  
 (902) 426-8925  
 (902) 426-7445  
 Operations:  
 (902) 426-5165

Halifax  
**Canada Employment Centre**  
 (Halifax North)  
 2089 Gottingen Street  
 B3K 3B2  
 (902) 426-3485

Halifax  
**Canada Immigration Centre**  
 Halifax International Airport  
 Post Office Box 69  
 B3J 2L4  
 (902) 873-1320

Halifax  
**Canada Immigration Centre**  
 Park Lane Mall, Room 403  
 5657 Spring Garden Road  
 B3J 3R4  
 (902) 426-2970

Inverness  
**Canada Employment Centre**  
 Corner of Central Avenue and River  
 Street  
 Post Office Box 520  
 B0E 1N0  
 (902) 258-2995  
 (902) 258-3036

Kentville  
 495 Main Street  
 Post Office Box 150  
 B4N 3W5  
**Canada Employment Centre:**  
 (902) 679-5500  
**Canada Immigration Centre:**  
 (902) 679-5566

**Employment and Immigration****Canada** (*continued*)**NOVA SCOTIA** (*continued*)

## Liverpool

**Canada Employment Centre**

Federal Building  
164 Main Street  
Post Office Box 1690  
B0T 1K0  
(902) 354-3471

## Lunenburg

**Canada Employment Centre**

121 Pelham Street  
Post Office Box 849  
B0J 2C0  
(902) 634-8807

## Middleton

**Canada Employment Centre**

161 Commercial Street  
Post Office Box 100  
B0S 1P0  
(902) 825-4675

## New Glasgow

340 East River Road  
B2H 3P7

**Canada Employment Centre:**

(902) 755-7845

**Canada Immigration Centre:**

(902) 755-7816

## New Waterford

**Canada Employment Centre**

Federal Building  
3441 Plummer Avenue  
B1H 1Z4  
(902) 592-5150

## North Sydney

**Canada Employment Centre**

105 King Street  
B2A 3S1  
(902) 564-7200

## Pictou

**Canada Employment Centre**

Federal Building  
31 Front Street  
B0K 1H0  
(902) 485-4366

## Port Hawkesbury

**Canada Employment Centre**

Chediac Plaza  
Reeves Street  
Post Office Box 699  
B0E 2V0  
(902) 625-2500

## Shelburne

**Canada Employment Centre**

Corner of Water Street and John Street  
Post Office Box 819  
B0T 1W0  
(902) 875-2452

## Springhill

**Canada Employment Centre**

6 Main Street  
Post Office Box 2050  
B0M 1X0  
(902) 597-3791

## Sydney

136 Charlotte Street  
Post Office Box 850  
B1P 6J3

**Canada Employment Centre:**

(902) 564-7246

**Canada Immigration Centre:**

(902) 564-7045

## Truro

**Canada Employment Centre**

14 Court Street  
B2N 3H7  
(902) 893-0027

## Windsor

**Canada Employment Centre**

48 Gerrish Street  
Post Office Box 2760  
B0N 2T0  
(902) 798-5701

## Yarmouth

**Canada Employment Centre**

13 Willow Street  
Post Office Box 249  
B5A 4B2  
(902) 742-0822

## Yarmouth

**Canada Immigration Centre**

Harbour Front Place  
3 Lovitt Street  
Post Office Box 39  
B5A 4B1  
(902) 742-0800

**ONTARIO**

## Ajax

**Canada Employment Centre**

1400 Bayly Street, Suite 1  
L1S 4G6  
(416) 837-1727

## Arnprior

**Canada Employment Centre**

68 Daniel Street North  
K7S 2K5  
(613) 623-3173

## Atikokan

**Canada Employment Centre**

106 Main Street  
P0T 1C0  
(807) 597-6374

## Aylmer West

**Canada Employment Centre**

52 Talbot Street East  
N5H 1H4  
(519) 773-5354

## Bancroft

**Canada Employment Centre**

8 Station Street  
Post Office Box 1179  
K0L 1C0  
(613) 332-2528

## Barrie

**Canada Employment Centre**

48 Owen Street  
Post Office Box 2500  
L4M 3B2  
(705) 728-2468

## Belleville

**Sub-Regional Office**

494 Dundas Street East  
Post Office Box 4500  
K8N 5C1  
(613) 969-3550  
Interstate Claims:  
(613) 969-3482  
Overseas Claims:  
(613) 969-3479

## Belleville

**Canada Employment Centre**

228 Dundas Street East  
Post Office Box 4800  
K8N 5E2  
(613) 969-3350

## Blind River

**Canada Employment Centre**

3 Woodward Avenue  
Post Office Box 1929  
P0R 1B0  
(705) 356-1631

## Bracebridge

**Canada Employment Centre**

98 Manitoba Street  
P1L 1S1  
(705) 645-2204

## Brampton

**Canada Employment Centre**

21 Queen Street East  
L6W 3P1  
(416) 451-1240

## Brampton

**Canada Immigration Centre**

110 Queen Street East  
L6V 1B1  
(416) 450-0023

## Brantford

58 Dalhousie Street  
N3T 2J2

**Canada Employment Centre:**

(519) 756-6101

**Canada Immigration Centre:**

(519) 759-0710

## Brockville

**Canada Employment Centre**

153 King Street West  
K6V 3R4  
(613) 342-4487





- Burlington**  
**Canada Employment Centre**  
 460 Brant Street, Suite 16  
 L7R 4B6  
 (416) 637-3851
- Cambridge**  
**Canada Employment Centre**  
 73 Water Street North  
 N1R 7L6  
 (519) 621-7150
- Carleton Place**  
**Canada Employment Centre**  
 50 Lansdowne Avenue  
 K7C 3S9  
 (613) 257-3344
- Chatham**  
**Canada Employment Centre**  
 Federal Building, 2nd Floor  
 10 Centre Street  
 Post Office Box 2019  
 N7M 5L9  
 (519) 354-9493
- Chelmsford**  
**Canada Employment Centre**  
 Shop Smart Mall  
 Highway 19  
 Post Office Box 1660  
 P0M 1L0  
 (705) 855-9037
- Cobourg**  
**Canada Employment Centre**  
 Fleming Building, Suite 103  
 1005 William Street  
 K9A 5J4  
 (416) 372-3326
- Cochrane**  
**Canada Employment Centre**  
 59 1st Street  
 General Delivery  
 P0L 1C0  
 (705) 272-5745
- Collingwood**  
**Canada Employment Centre**  
 Blue Mountain Mall  
 55 Mountain Road  
 L9Y 4M2  
 (705) 445-1010
- Cornwall**  
 111 Water Street East  
 K6H 6S4  
**Canada Employment Centre:**  
 (613) 938-5731  
**Canada Immigration Centre:**  
 (613) 925-2595
- Dryden**  
**Canada Employment Centre**  
 41-C Duke Street  
 P8N 1E6  
 (807) 223-2331
- Dunnville**  
**Canada Employment Centre**  
 227 Queen Street  
 N1A 1H8  
 (416) 774-7501
- Elliot Lake**  
**Canada Employment Centre**  
 10 Paris Drive  
 P5A 2L9  
 (705) 848-2231
- Espanola**  
**Canada Employment Centre**  
 Espanola Mall, Suite 200  
 Post Office Box 2210  
 P0P 1C0  
 (705) 869-4552
- Exeter**  
**Canada Employment Centre**  
 281 Main Street South  
 Post Office Box 176  
 N0M 1S6  
 (519) 235-0471
- Fort Erie**  
**Canada Employment Centre**  
 469 Central Avenue  
 L2A 3T8  
 (416) 871-3932
- Fort Erie**  
**Canada Immigration Centre**  
 121 Garrison Road  
 Post Office Box 1001, Station B  
 L2A 5N8  
 (416) 871-6960
- Fort Frances**  
**Canada Employment Centre**  
 210 1st Street East  
 P9A 1K5  
 (807) 274-5307
- Fort Frances**  
**Canada Immigration Centre**  
 204 1st Street East  
 P9A 1K5  
 (807) 274-3815
- Gananoque**  
**Canada Employment Centre**  
 5 Charles Street South  
 K7G 1V9  
 (613) 382-2124
- Georgetown**  
**Canada Employment Centre**  
 232 Guelph Street  
 L7G 4B1  
 (416) 877-6915
- Geraldton**  
**Canada Employment Centre**  
 414 Main Street  
 Post Office Box 249  
 P0T 1M0  
 (807) 854-0635
- Goderich**  
**Canada Employment Centre**  
 35 East Street, 2nd Floor  
 N7A 3Y4  
 (519) 524-8342
- Guelph**  
 147 Wyndham Street North  
 N1H 4E9  
**Canada Employment Centre:**  
 (519) 822-3150  
**Canada Immigration Centre:**  
 (519) 822-0471
- Hamilton**  
 Jackson Square Mall  
 Phase IV, Plaza Level II  
 2 King Street West  
 L8P 1A1  
 Adjudication Directorate:  
 (416) 572-2354  
**Canada Immigration Centre:**  
 (416) 572-2787  
 Immigration Enforcement:  
 (416) 572-2358
- Hamilton**  
**Canada Employment Centre**  
 Strathbarton Mall  
 1565 Barton Street East  
 L8H 2Y3  
 (416) 572-2211
- Hamilton**  
**Canada Employment Centre**  
 150 Main Street West  
 Post Office Box 2066, Station A  
 L8N 2A2  
 (416) 572-2394  
 Record of Employment Centre:  
 (416) 572-2796
- Hamilton**  
**Canada Employment Centre**  
 865 Upper James Street  
 L9C 3A4  
 (416) 387-3400
- Hamilton**  
**Canada Employment Centre**  
 40 Wellington Street North  
 Post Office Box 2066, Station A  
 L8N 2A2  
 (416) 572-2211
- Hamilton**  
**Canada Employment Centre**  
 Fiesta Mall  
 102 Highway 8  
 Stoney Creek  
 L8G 4H3  
 (416) 664-4496
- Hawkesbury**  
**Canada Employment Centre**  
 268 Main Street East, Suite 212  
 K6A 1A5  
 (613) 632-2759

**Employment and Immigration****Canada** *(continued)***ONTARIO** *(continued)***Hearst****Canada Employment Centre**

1425 Front Street

P0L 1N0

(705) 362-4207

**Ingersoll****Canada Employment Centre**

120 Thames Street North

N5C 4B1

(519) 485-0990

**Kapuskasing****Canada Employment Centre**

8 Queen Street

P5N 1G7

(705) 335-2337

**Kenora****Canada Employment Centre**

308 2nd Street South

Post Office Box 5170

P9N 3X9

(807) 468-3301

**Kingston****Canada Employment Centre**

299 Concession Street

Post Office Box 210

K7L 5H5

(613) 545-8559

**Kingston****Canada Immigration Centre**

Federal Building, Room 241

Corner of Bagot and Clarence  
Streets

Post Office Box 726

K7L 4X6

(613) 545-8086

**Kirkland Lake****Canada Employment Centre**

15 Government Road East

Post Office Box 576

P2N 3J8

(705) 567-9205

**Kitchener****Canada Employment Centre**

Commerce House

50 Queen Street North

Post Office Box 9011

N2G 4L6

(519) 579-1550

**Kitchener****Canada Immigration Centre**

15 Duke Street East, Room 232

N2H 1A2

(519) 744-4161

**Lansdowne****Canada Immigration Centre**

Thousand Islands Bridge

Rural Route 1

Post Office Box 64

K0E 1L0

(613) 659-2313

**Leamington****Canada Employment Centre**

215 Talbot Street East

Post Office Box 340

N8H 3W3

(519) 326-8695

**Lindsay****Canada Employment Centre**

Post Office Building

34 Cambridge Street South

K9V 3B8

(705) 324-3562

**Listowel****Canada Employment Centre**

Federal Building

210 Main Street East

N4W 2B7

(519) 291-2920

**London**

451 Talbot Street, Suite 920

N6A 5C9

Adjustment Programs:

(519) 645-4458

**Canada Immigration Centre:**

(519) 645-4113

**London****Canada Employment Centre**

120 Queens Avenue

N6A 4S7

(519) 645-4580

**Marathon****Canada Employment Centre**

Post Office Box 958

P0T 2E0

(807) 229-0959

**Markham****Canada Employment Centre**

383 Main Street

L3P 1Z3

(416) 294-7424

**Midland****Canada Employment Centre**

Mountainview Mall

Highway 93

Rural Route 2

L4R 4K4

(705) 526-2224

**Milton****Canada Employment Centre**

310 Main Street East

L9T 1P4

(416) 878-8418

**Mississauga**

6900 Airport Road

L4V 1E8

Adjudication Directorate:

(416) 676-5289

Immigration Enforcement:

(416) 676-5210

**Mississauga****Canada Employment Centre**

165 Dundas Street West

L5B 2N6

(416) 566-6466

**Mississauga****Canada Immigration Centre**

75 Watline Avenue, Unit 137

L4Z 3N6

(416) 507-2012

**Mississauga****Canada Immigration Centre**

Refugee Backlog

77 City Centre Drive, 6th Floor

L5B 1M5

(416) 277-6282

**Moosonee****Canada Employment Centre**

Moosonee Office Building

1st Street

Post Office Box 188

P0L 1Y0

(705) 336-2278

**Napanee****Canada Employment Centre**

2 Dairy Avenue

K7R 3T1

(613) 354-3367

**New Liskeard****Canada Employment Centre**

324 Whitewood Avenue

Post Office Box 340

P0J 1P0

(705) 647-6741

**Newmarket****Canada Employment Centre**

17070 Yonge Street South

Post Office Box 2001

L3Y 5V5

(416) 895-5134

**Niagara Falls****Canada Employment Centre**

5853 Peer Street

L2G 1X4

(416) 356-1551

**Niagara Falls****Canada Immigration Centre**

6278 Lundys Lane, Unit 5

L2G 1T6

(416) 374-2280





## Niagara Falls

**Canada Immigration Centre**  
Whirlpool Bridge  
4522 River Road  
L2E 3E8  
(416) 354-6131

## North Bay

**Canada Employment Centre**  
Canada Place, Suite 102  
107 Sheriff Avenue  
P1B 7K8  
(705) 472-3700

## Oakville

**Canada Employment Centre**  
635 Fourth Line, Unit 33  
L6L 5W4  
(416) 845-3891

## Orangeville

**Canada Employment Centre**  
71 Broadway Avenue  
L9W 1K1  
(519) 941-0371

## Orillia

**Canada Employment Centre**  
17 Peter Street North  
L3V 4Y8  
(705) 326-7336

## Orillia

**Canada Immigration Centre**  
78 West Street South  
L3V 5G4  
(705) 326-9421

## Oshawa

**Canada Employment Centre**  
44 Bond Street West, Suite 302  
Post Office Box 637  
L1H 4H8  
(416) 579-9402

## Oshawa

**Canada Employment Centre**  
209 Dundas Street East, 1st Floor  
Whitby  
L1N 2L9  
(416) 668-6848

## Oshawa

**Canada Immigration Centre**  
310 Simcoe Street South, 2nd Floor  
L1H 4H7  
(416) 579-2002

## Ottawa

**Canada Employment Centre**  
(Ottawa Metro)  
Caplan Building  
135 Rideau Street  
K1A 0J6  
(613) 990-5111

## Ottawa

**Canada Employment Centre**  
(Ottawa East)  
1410 Blair Place  
Gloucester  
K1J 9B9  
(613) 954-0700

## Ottawa

**Canada Employment Centre**  
(Ottawa South)  
2430 Bank Street  
K1V 0T7  
(613) 952-6888

## Ottawa

**Canada Employment Centre**  
(Ottawa West)  
163 Greenbank Road  
Post Office Box 5960, Station F  
K2C 3W4  
(613) 998-9860

## Ottawa

**Canada Immigration Centre**  
200 Catherine Street, 1st Floor  
K2P 2K9  
(613) 995-8131

## Owen Sound

**Canada Employment Centre**  
330 9th Street East  
N4K 5X1  
(519) 376-4280

## Parry Sound

**Canada Employment Centre**  
74 James Street  
P2A 1T8  
(705) 746-9374

## Pembroke

**Canada Employment Centre**  
141 Lake Street  
K8A 5L8  
(613) 735-3168

## Perth

**Canada Employment Centre**  
13 Herriott Street  
Post Office Box 336  
K7H 3E4  
(613) 267-1921

## Peterborough

**Canada Employment Centre**  
203 King Street, Suite 185  
Post Office Box 1120  
K9J 7H4  
(705) 745-3611

## Pickering

**Canada Employment Centre**  
1400 Bayly Street, Unit 1  
L1W 3R2  
(416) 837-1727

## Picton

**Canada Employment Centre**  
Town Mall  
Main Street  
Post Office Box 970  
K0K 2T0  
(613) 476-3227

## Pigeon River

**Canada Immigration Centre**  
Highway 61  
Rural Route 7  
Mail: Via Thunder Bay P7C 5V5  
(807) 964-2095

## Port Colborne

**Canada Employment Centre**  
184 Elm Street  
L3K 4N8  
(416) 834-3629

## Port Hope

**Canada Employment Centre**  
Post Office Building  
67 John Street  
L1A 2Z4  
(416) 885-6323

## Prescott

**Canada Employment Centre**  
292 Centre Street  
Post Office Box 1780  
K0E 1T0  
(613) 925-2808

## Prescott

**Canada Immigration Centre**  
Prescott-Ogdensburg Bridge  
Post Office Box 370  
K0E 1T0  
(613) 925-3221

## Renfrew

**Canada Employment Centre**  
39 Renfrew Avenue West  
K7V 2Y2  
(613) 432-4878

## Richmond Hill

**Canada Employment Centre**  
9251 Yonge Street  
L4C 9T3  
(416) 886-7662

## St Catharines

**Canada Employment Centre**  
43 Church Street  
Post Office Box 21  
L2R 5C7  
(416) 641-2142

## St Catharines

**Canada Immigration Centre**  
3350 Merrittville Highway  
Thorold  
L2V 4Y6  
(416) 984-6757

## St Thomas

**Canada Employment Centre**  
451 Talbot Street  
Post Office Box 515  
N5P 3V6  
(519) 631-5470

## Sarnia

**Canada Employment Centre**  
112 Christina Street North  
Post Office Box 936  
N7T 7K2  
(519) 332-0050

## Sarnia

**Canada Immigration Centre**  
100 South Front Street, Room 110  
N7T 2M4  
(519) 337-5419

**Employment and Immigration****Canada** (*continued*)**ONTARIO** (*continued*)

## Sault Ste Marie

**Canada Employment Centre**

390 Bay Street  
Post Office Box 2400  
P6A 5N9  
(705) 254-5101

## Sault Ste Marie

**Canada Immigration Centre**

451 Queen Street East, Room 209  
P6A 5L1  
(705) 759-2254

## Simcoe

**Canada Employment Centre**

5 Queensway Drive East  
Post Office Box 830  
N3Y 5B3  
(519) 426-7347

## Smiths Falls

**Canada Employment Centre**

17 Church Street East  
K7A 1H1  
(613) 283-4790

## Stratford

**Canada Employment Centre**

100 Albert Street  
N5A 6S7  
(519) 271-4122

## Sturgeon Falls

**Canada Employment Centre**

Federal Building  
48 William Street  
P0H 2G0  
(705) 753-0800

## Sudbury

**Adjustment Programs**

North District Office  
127 Cedar Street, Suite 601  
P3E 1B1  
(705) 671-0670

## Sudbury

**Canada Employment Centre**

128 Larch Street  
P3C 5J8  
(705) 671-4200

## Sudbury

**Canada Employment Centre**

Administration  
1349 LaSalle Boulevard, Suite 204  
P3A 5W6  
(705) 566-4521

## Sudbury

**Canada Immigration Centre**

Federal Building, Room 327  
19 Lisgar Street South  
P3E 3L4  
(705) 671-0725

## Thunder Bay

975 Alloy Drive  
P7B 5Z8

**Canada Employment Centre:**

(807) 623-2731

**Canada Immigration Centre:**

(807) 346-2150

## Thunder Bay

**Canada Employment Centre**

Federal Building  
33 South Court Street  
P7B 5E6  
(807) 344-6601

## Tillsonburg

**Canada Employment Centre**

200 Broadway Avenue, Suite 206  
N4G 5A7  
(519) 842-5907

## Timmins

**Canada Employment Centre**

Timcor Building  
273 3rd Avenue  
P4N 1E2  
(705) 267-6271

## Toronto

**Regional Office**

4900 Yonge Street, Suite 700  
Willowdale  
M2N 6A8  
(416) 224-4513  
Adjustment Programs:  
(416) 954-7154  
Canada Immigration Centre:  
(416) 953-4444  
Industrial Adjustment Service:  
(416) 953-7153

## Toronto

136 Edward Street  
M5G 2H8

## Adjudication Directorate:

(416) 973-2348

**Canada Immigration Centre:**

(416) 973-3628

## Toronto

5343 Dundas Street West  
Etobicoke  
M9B 6K6

**Canada Employment Centre:**

(416) 954-1500

**Canada Immigration Centre:**

(416) 973-4444

## Toronto

**Canada Employment Centre**

(Toronto Centre)  
2221 Yonge Street, 3rd Floor  
M4S 3B8  
(416) 973-7619

## Toronto

**Canada Employment Centre**

(Dufferin)  
1645 Dufferin Street  
M6H 3L9  
(416) 654-6259

## Toronto

**Canada Employment Centre**

(Toronto East)  
811 Danforth Avenue  
M4J 5A8  
(416) 461-3511

## Toronto

**Canada Employment Centre**

(High Park)  
1678 Bloor Street West  
M6P 1A9  
(416) 763-3611

## Toronto

**Canada Employment Centre**

(Parkdale)  
1335 Dundas Street West  
M6J 1Y3  
(416) 535-7534

## Toronto

**Canada Employment Centre**

(Toronto South)  
1 Front Street West, Suite 100  
M5J 2R7  
(416) 973-3425

## Toronto

**Canada Employment Centre**

75 The Donway West  
Don Mills  
M3C 2E9  
(416) 449-1721

## Toronto

**Canada Employment Centre**

1111 Finch Avenue West, 2nd Floor  
Downsview  
M3J 2E5  
(416) 736-4104

## Toronto

**Canada Employment Centre**

1620 Albion Road, 2nd Floor  
Rexdale  
M9V 4B4  
(416) 745-9410

## Toronto

**Canada Employment Centre**

200 Town Centre Court  
Scarborough  
M1P 4X9  
(416) 973-4400  
Record of Employment Centre:  
(416) 954-8514

## Toronto

**Canada Employment Centre**

689 Warden Avenue  
Scarborough  
M1L 4R6  
(416) 691-1214

## Toronto

**Canada Employment Centre**

1747 Jane Street  
Weston  
M9N 2S5  
(416) 247-8261





- Toronto  
**Canada Employment Centre**  
 Metro Training Centre  
 25 St Clair Avenue East, Room 601  
 M4T 1M2  
 (416) 973-6121
- Toronto  
**Canada Immigration Centre**  
 Lester B Pearson International Airport  
 Post Office Box 6004  
 Toronto AMF  
 L5P 1B2  
 Terminal 1:  
 (416) 676-3911  
 Terminal 2:  
 (416) 676-3690  
 Terminal 3:  
 (416) 676-5316
- Toronto  
**Canada Immigration Centre**  
 (Toronto Centre)  
 443 University Avenue, 4th Floor  
 M5G 2H6  
 (416) 973-3651
- Toronto  
**Canada Immigration Centre**  
 1920 Ellesmere Road  
 Scarborough  
 M1H 2V6  
 (416) 438-3111
- Toronto  
**Canada Immigration Centre**  
 Immigration Appeals  
 1 Toronto Street, Suite 705  
 M5C 2V6  
 (416) 973-5623
- Toronto  
**Canada Immigration Centre**  
 Refugee Backlog  
 250 Davisville Avenue  
 M4S 1H2  
 (416) 973-0651
- Toronto  
**Canada Immigration Centre**  
 Special Services  
 68 Parklawn Road  
 Post Office Box 985, Station U  
 Etobicoke  
 M8Z 5P9  
 (416) 503-6624
- Toronto  
**Immigrant Women's Job Placement Centre**  
 2221 Yonge Street, Suite 201  
 M4S 3B4  
 (416) 488-0084
- Trenton  
**Canada Employment Centre**  
 50 Dundas Street West  
 K8V 6R5  
 (613) 392-6531
- Walkerton  
**Canada Employment Centre**  
 200 McNab Street  
 N0G 2V0  
 (519) 881-2010
- Wallaceburg  
**Canada Employment Centre**  
 30 McNaughton Avenue  
 N8A 1R7  
 (519) 627-3348
- Waterloo  
**Canada Employment Centre**  
 94 Bridgeport Road East  
 N2J 2J9  
 (519) 886-6610
- Welland  
**Canada Employment Centre**  
 225 Main Street East  
 L3B 3W7  
 (416) 735-3951
- Windsor  
**Canada Employment Centre**  
 467 University Avenue West  
 Post Office Box 1611  
 N9A 5R1  
 (519) 254-1611
- Windsor  
**Canada Employment Centre**  
 (Windsor East)  
 2885 Lauzon Parkway  
 Post Office Box 1605  
 N9A 7A6  
 (519) 944-5000
- Windsor  
**Canada Immigration Centre**  
 Primrose Plaza, Suite A  
 130 Ouellette Place  
 N8X 1L9  
 (519) 972-1101
- Woodstock  
**Canada Employment Centre**  
 40 Metcalfe Street  
 N4S 3E7  
 (519) 539-8161
- Woodstock  
**Canada Immigration Centre**  
 389 Dundas Street  
 N4S 1B6  
 (519) 537-6269
- PRINCE EDWARD ISLAND**
- Charlottetown  
**Regional Office**  
 85 Fitzroy Street  
 Post Office Box 8000  
 C1A 8K1  
 Canada Employment Centre:  
 (902) 566-7781  
 Canada Immigration Centre:  
 (902) 566-7735  
 Industrial Adjustment Service:  
 (902) 566-7724
- Montague  
**Canada Employment Centre**  
 44 Main Street North  
 Post Office Box 580  
 C0A 1R0  
 (902) 838-3315
- O'Leary  
**Canada Employment Centre**  
 West Prince Regional Service Centre  
 Post Office Box 8  
 C0B 1V0  
 (902) 859-2400
- Souris  
**Canada Employment Centre**  
 175 Main Street  
 Post Office Box 40  
 C0A 2B0  
 (902) 687-3161
- Summerside  
**Canada Employment Centre**  
 243 Harbour Drive  
 Post Office Box 2000  
 C1N 5P5  
 (902) 888-6804
- Wellington  
**Canada Employment Centre**  
 Medical Arts Centre  
 Highway 124  
 Mail: Post Office Box 2000  
 Summerside C1N 5P5  
 (902) 854-2083
- QUEBEC**
- Acton-Vale  
**Canada Employment Centre**  
 1185 St André Boulevard  
 Post Office Box 1240  
 J0H 1A0  
 (514) 546-2794
- Alma  
**Canada Employment Centre**  
 Jacques Gagnon Complex  
 100 St Joseph Avenue South,  
 1st Floor  
 G8B 7A6  
 (418) 668-7981
- Amos  
**Canada Employment Centre**  
 22 1st Avenue West  
 J9T 1T8  
 (819) 732-3231
- Armstrong  
**Canada Immigration Centre**  
 Customs Building  
 Highway 173  
 Mail: Via Linière G0M 1J0  
 (418) 597-3824
- Asbestos  
**Canada Employment Centre**  
 566 1st Avenue, Suite 2  
 Post Office Box 180  
 J1T 4N3  
 (819) 879-5491

**Employment and Immigration****Canada (continued)****QUEBEC (continued)****Baie-Comeau****Canada Employment Centre**

166 Lasalle Boulevard

G4Z 1S5

(418) 296-4947

**Baie-du-Poste****Canada Employment Centre**

Lac Mistassini

G0W 1C0

(418) 923-3285

**Beauharnois****Canada Employment Centre**

499 Ellice Street

J6N 1X6

(514) 429-4693

**Beloeil****Canada Employment Centre**

542 Sir Wilfrid Laurier Boulevard

J3G 4H9

(514) 442-1248

**Berthierville****Canada Employment Centre**

690 Pierre de l'Estage Street

Post Office Box 10

J0K 1A0

(514) 836-3793

**Buckingham****Canada Employment Centre**

101 Maclaren Street East

J8L 1J9

(819) 986-8274

**Campbell's-Bay****Canada Employment Centre**

1 John Street

Post Office Box 399

J0X 1K0

(819) 648-2146

**Cap-aux-Meules****Canada Employment Centre**

Federal Building

Principale Street

Post Office Box 1000

G0B 1B0

(418) 986-5415

**Cap-de-la-Madeleine****Canada Employment Centre**

435 Barkoff Street

G8T 2A5

(819) 379-2450

**Causapscal****Canada Employment Centre**

6 St Jacques Street North

Post Office Box 790

G0J 1J0

(418) 756-3464

**Chambly****Canada Employment Centre**

820 Perigny Boulevard

J3L 1W3

(514) 658-0643

**Chandler****Canada Employment Centre**

75 René Lévesque Boulevard East

G0C 1K0

(418) 689-3381

**Châteauguay****Canada Employment Centre**

278 St Jean Baptiste Boulevard

J6K 5B6

(514) 691-4350

**Chibougamau****Canada Employment Centre**

333 3rd Street

G8P 1N4

(418) 748-6464

**Chicoutimi****Canada Employment Centre**

100 Lafontaine Avenue

Post Office Box 5010

G7H 5H8

(418) 698-5566

**Chicoutimi****Canada Immigration Centre**

100 Lafontaine Avenue

G7H 6X2

(418) 698-5595

**Chisasibi****Canada Employment Centre**

Administrative Complex

Post Office Box 450

J0M 1E0

(819) 855-2675

**Coaticook****Canada Employment Centre**

18 Du Manège Street

J1A 3B3

(819) 849-2757

**Contrecoeur****Canada Employment Centre**

5217 Marie Victorin Street

Post Office Box 219

J0L 1C0

(514) 587-2039

**Cowansville****Canada Employment Centre**

1303 Sud Street

J2K 2Z2

(514) 263-0505

**Dolbeau****Canada Employment Centre**

1420 Wallberg Boulevard

Post Office Box 1500

G8L 3M1

(418) 276-0633

**Dorion – Vaudreuil****Canada Employment Centre**

555 Roche Boulevard

J7V 8W1

(514) 424-5717

**Drummondville****Canada Employment Centre**

350 St Jean Street

J2B 5L4

(819) 477-4150

**East-Angus****Canada Employment Centre**

61 Laurier Street

J0B 1R0

(819) 832-2443

**Farnham****Canada Employment Centre**

360 Principale Street East

J2N 1L7

(514) 293-3683

**Forestville****Canada Employment Centre**

51 2nd Avenue

G0T 1E0

(418) 587-2288

**Gaspé****Canada Employment Centre**

Frederica Giroux Building

98 De la Reine Street

Post Office Box 980

G0C 1R0

(418) 368-3331

**Gatineau****Canada Employment Centre**

Promenades de l'Outaouais

1100 Maloney Boulevard West

Post Office Box 1080

J8P 7E3

(819) 568-4055

**Gentilly****Canada Employment Centre**

LaPrade Heavy Water Plant

4160 Bécancour Boulevard

G0X 1G0

(819) 298-3341

**Granby****Canada Employment Centre**

574 Principale Street

Post Office Box 5000

J2G 8J8

(514) 378-0171

**Grand-Mère****Canada Employment Centre**

1397 6th Avenue

Post Office Box 420

G9T 5L1

(819) 538-3384





## Hull

**Head Office**

Place du Portage, Phase IV  
140 Promenade du Portage  
Mail: Ottawa, Ontario K1A 0J9  
(819) 994-6313  
Adjudication Directorate:  
(819) 994-3996

## Hull

**Canada Employment Centre**

Village Place Cartier  
425 St Joseph Boulevard  
Post Office Box 1500  
J8X 4A2  
(819) 953-2830

## Hull

**Canada Immigration Centre**

259 St Joseph Boulevard, Suite 109  
J8Y 6T1  
(819) 997-2911

## Huntingdon

**Canada Employment Centre**

Federal Building  
27 Prince Street  
J0S 1H0  
(514) 264-3031

## Joliette

**Canada Employment Centre**

399 Notre Dame Street  
Post Office Box 420  
J6E 3Z9  
(514) 756-1094

## Jonquière

**Canada Employment Centre**

2489 St Dominique Street  
G7X 0A2  
(418) 542-8184

## Kuujuaq

**Canada Employment Centre**

Post Office Box 9  
J0M 1C0  
(819) 964-2620

## La Baie

**Canada Employment Centre**

431 Bagot Street  
G7B 2N6  
(418) 544-2871

## Lachine

**Canada Employment Centre**

8351 Newman Boulevard  
La Salle  
H8N 1Y4  
(514) 365-9300

## Lachute

**Canada Employment Centre**

505 Béthanie Street, Suite 113  
J8H 4A6  
(514) 562-3791

## Lac-Mégantic

**Canada Employment Centre**

3560 Laval Street North  
G6B 2X4  
(819) 583-2200

## La Malbaie

**Canada Employment Centre**

21 Patrick Morgan Street  
Post Office Box 3000  
G5A 1T4  
(418) 665-3784

## La Pocatière

**Canada Employment Centre**

201 9th Avenue  
Post Office Box 1090  
G0R 1Z0  
(418) 856-2041

## La Sarre

**Canada Employment Centre**

50 5th Avenue East  
J9Z 1K9  
(819) 333-5444

## La Tuque

**Canada Employment Centre**

375 St Joseph Street  
Post Office Box 370  
G9X 3P3  
(819) 523-2781

## Laval

**Canada Employment Centre**

(Laval West)  
1800 Le Corbusier Boulevard  
H7S 2K1  
(514) 682-8950

## Laval

**Canada Employment Centre**

(Laval East)  
3100 De la Concorde Boulevard  
East, 2nd Floor  
H7E 2B8  
(514) 661-5564

## Lévis

**Canada Employment Centre**

98B Kennedy Highway  
Post Office Box 3300  
G6V 6X8  
(418) 833-8200

## Longueuil

**Canada Employment Centre**

371 St Jean Street, Suite 118  
J4H 2X9  
(514) 677-9471  
Administration:  
(514) 679-4061

## Longueuil

**Canada Employment Centre**

2400 Lapinière Boulevard  
Brossard  
J4Z 3P1  
(514) 445-0411

## Longueuil

**Canada Immigration Centre**

999 Taschereau Boulevard,  
Suite 189  
J4V 3M3  
(514) 923-3303

## Louiseville

**Canada Employment Centre**

200 St Augustin Street  
Post Office Box 10  
J5V 2L6  
(819) 228-2761

## Magog

**Canada Employment Centre**

620 Sherbrooke Street  
Post Office Box 2500  
J1X 5B9  
(819) 843-3361

## Maniwaki

**Canada Employment Centre**

116 King Street  
J9E 2L3  
(819) 449-4444

## Matane

**Canada Employment Centre**

Du Vieux Port Galleries, Suite 200  
750 Du Phare Avenue West  
G4W 3W8  
(418) 562-2876

## Mirabel

**Canada Immigration Centre**

Mirabel International Airport  
Administration Building, Room 550  
12655 Commerce A-4 Street  
J7N 1E1  
(514) 476-2971

## Mont-Joli

**Canada Employment Centre**

1564 Jacques Cartier Boulevard  
G5H 2V8  
(418) 775-8111

## Mont-Laurier

**Canada Employment Centre**

530 Albini Paquette Boulevard  
J9L 3N5  
(819) 623-5811

## Montmagny

**Canada Employment Centre**

115 De la Gare Avenue  
G5V 2T2  
(418) 248-1102

## Montreal

**Regional Office**

1441 St Urbain Street  
Post Office Box 7500, Station A  
H3C 3L4  
(514) 283-3180

## Montreal

1200 Papineau Street

H2K 4H2

Adjudication Directorate:

(514) 496-2838

Immigration Appeals:

(514) 283-2769

Immigration Enforcement:

(514) 283-5483

**Employment and Immigration****Canada** (*continued*)**QUEBEC** (*continued*)

## Montreal

**Adjustment Programs**

305 René Lévesque Boulevard,  
9th Floor  
Post Office Box 6050, Station A  
H3C 4M3  
(514) 283-2294

## Montreal

**Canada Employment Centre**

(Atwater)  
4060 Ste Catherine Street West,  
4th Floor  
H3Z 2V6  
(514) 283-6655

## Montreal

**Canada Employment Centre**

(Jarry)  
529 Jarry Street East, 3rd Floor  
H2P 2Y6  
(514) 495-1781

## Montreal

**Canada Employment Centre**

(Laurier)  
5105 De Gaspé Avenue, 5th Floor  
H2T 2A1  
(514) 495-2696  
Administration:  
(514) 273-3400

## Montreal

**Canada Employment Centre**

(Olympique)  
5100 Sherbrooke Street East,  
Suite 180  
H1V 3T3  
(514) 255-9113

## Montreal

**Canada Employment Centre**

(Papineau)  
9675 Papineau Street, Suite 140  
H2B 3C8  
(514) 389-8021

## Montreal

**Canada Employment Centre**

(Pie IX)  
8888 Pie IX Boulevard  
H1Z 4J7  
(514) 722-2531  
Administration:  
(514) 722-3521

## Montreal

**Canada Employment Centre**

7141 Jean Talon Street East  
Anjou  
H1M 3A4  
(514) 355-3330

## Montreal

**Canada Employment Centre**

181 Hymus Boulevard, Suite 100  
Pointe-Claire  
H9R 5P4  
(514) 695-9311

## Montreal

**Canada Employment Centre**

774 Décarie Boulevard  
Saint-Laurent  
H4L 5H7  
(514) 748-5717

## Montreal

**Canada Employment Centre**

4110 Wellington Street, 3rd Floor  
Verdun  
H4G 1V7  
(514) 769-4501

## Montreal

**Canada Employment Centre**

Administration  
(Montreal Centre-South)  
2085 Union Street, 2nd Floor  
H3A 2C5  
(514) 283-5226

## Montreal

**Canada Immigration Centre**

1616 René Lévesque Boulevard  
West, 2nd Floor  
H3H 1P8  
(514) 496-4040

## Montreal

**Canada Immigration Centre**

1415 Jarry Street East, Suite 300  
H2E 1A7  
(514) 496-1064

## Montreal

**Canada Immigration Centre**

Dorval International Airport  
975 Roméo Vachon Boulevard North  
Post Office Box 366  
Montreal AMF  
H4Y 1H1  
(514) 636-3041

## Murdochville

**Canada Employment Centre**

700 5th Street  
Post Office Box 910  
G0E 1W0  
(418) 784-2838

## New-Richmond

**Canada Employment Centre**

Carrefour Baie des Chaleurs  
120 Perron Boulevard West  
G0C 2B0  
(418) 392-4431

## Pierreville

**Canada Employment Centre**

78 Georges Street  
J0G 1J0  
(514) 568-2017

## Plessisville

**Canada Employment Centre**

1800 St Calixte Street  
G6L 1R6  
(819) 751-0551

## Port-Cartier

**Canada Employment Centre**

Saint Louis Place  
2 Élie Rochefort Street  
G5B 2N2  
(418) 766-5935

## Poste-de-la-Baleine

**Canada Employment Centre**

Mail: Post Office Box 159  
Kuujuarapik J0M 1G0  
(819) 929-3552

## Quebec

2014 Charest Boulevard West,  
Suite 211

Sainte-Foy

G1N 4N6

Adjustment Programs:

(418) 648-3760

**Canada Employment Centre:**

(418) 648-2501

**Canada Immigration Centre:**

(418) 648-3625

## Quebec

**Canada Employment Centre**

5300 Des Galeries Boulevard  
G2K 2A2  
(418) 627-4414

## Quebec

**Canada Employment Centre**

(Portneuf)  
4495 Wilfrid Hamel Boulevard  
G1P 2J7  
(418) 877-2980

## Quebec

**Canada Employment Centre**

190 Dorchester Street South  
Beauport  
G1K 5Y9  
(418) 529-8792

## Quebec

**Canada Employment Centre**

4098 Ste Anne Boulevard  
Montmorency  
G1C 2J4  
(418) 661-9898

## Quebec

**Canada Employment Centre**

Place Iberville Deux, 2nd Floor  
1175 De la Lavigerie Street  
Sainte-Foy  
G1V 4P1  
(418) 648-3901

## Quebec

**Canada Immigration Centre**

365 Dorchester Street  
G1K 8P8  
(418) 648-3583





Repentigny  
**Canada Employment Centre**  
 577 Notre Dame Street, Suite 100  
 J6A 7G5  
 (514) 585-2044

Richmond  
**Canada Employment Centre**  
 15 Carpenter Street  
 Post Office Box 1864  
 J0B 2H0  
 (819) 826-3729

Rimouski  
**Canada Employment Centre**  
 140 Belzile Avenue, 2nd Floor  
 G5L 8Y1  
 (418) 722-3200

Rivière-du-Loup  
**Canada Employment Centre**  
 298 Thériault Boulevard, 2nd Floor  
 G5R 1L8  
 (418) 862-9510

Roberval  
**Canada Employment Centre**  
 755 St Joseph Boulevard, 1st Floor  
 G8H 2L4  
 (418) 275-0361

Rock-Island  
**Canada Immigration Centre**  
 Government of Canada Building  
 Kennedy Boulevard  
 Highway 55  
 J0B 2K0  
 (819) 876-2774

Rouyn – Noranda  
**Canada Employment Centre**  
 151 Du Lac Avenue, Suite 300  
 J9X 6C3  
 (819) 764-6711

Sacré-Coeur – Saguenay  
**Canada Employment Centre**  
 144 Principale Street North  
 G0T 1Y0  
 (418) 236-4628

Saint-Armand-Station  
**Canada Immigration Centre**  
 Federal Building  
 Highway 133  
 J0J 1T0  
 (514) 248-2411

Saint-Bernard-de-Lacolle  
**Canada Immigration Centre**  
 Highway 15  
 J0J 1V0  
 (514) 243-3911

Sainte-Agathe-des-Monts  
**Canada Employment Centre**  
 118 Principale Street East  
 J8C 1K1  
 (819) 326-4300

Sainte-Anne-des-Monts  
**Canada Employment Centre**  
 119 3rd Avenue West  
 Post Office Box 3000  
 G0E 2G0  
 (418) 763-3305

Sainte-Marie  
**Canada Employment Centre**  
 287 Marguerite Bourgeois Avenue  
 Post Office Box 280  
 G6E 3B6  
 (418) 387-2916

Sainte-Thérèse-de-Blainville  
**Canada Employment Centre**  
 212 Labelle Boulevard  
 J7E 1X2  
 (514) 430-2800

Saint-Eustache  
**Canada Employment Centre**  
 367 Arthur Sauvé Boulevard  
 J7P 2B1  
 (514) 473-1220

Saint-Georges  
**Canada Employment Centre**  
 Centre Ville Place  
 11500 1st Avenue  
 G5Y 2C3  
 (418) 228-8806

Saint-Hubert  
**Canada Employment Centre**  
 Cousineau Gallery, Suite 135  
 5245 Cousineau Boulevard  
 J3Y 7Z1  
 (514) 445-1400

Saint-Hyacinthe  
**Canada Employment Centre**  
 775 St Dominique Street  
 Post Office Box 2500  
 J2S 7P7  
 (514) 773-7481

Saint-Jean-sur-Richelieu  
**Canada Employment Centre**  
 1001 Du Séminaire Boulevard  
 Post Office Box 1020  
 J3B 7J7  
 (514) 348-0961

Saint-Jérôme  
**Canada Employment Centre**  
 222 St Georges Street, 2nd Floor  
 J7Z 4Z9  
 (514) 436-4424

Salluit  
**Canada Employment Centre**  
 House 445  
 Sugluk  
 J0M 1S0  
 (819) 255-8801

Senneterre  
**Canada Employment Centre**  
 273 3rd Street West  
 Post Office Box 210  
 J0Y 2M0  
 (819) 737-2377

Sept-Îles  
 701 Laure Boulevard  
 G4R 1X8  
**Canada Employment Centre:**  
 (418) 962-5501  
**Canada Immigration Centre:**  
 (418) 962-4696

Shawinigan  
**Canada Employment Centre**  
 395 De la Station Avenue, Suite 217  
 Post Office Box 438  
 G9N 7J7  
 (819) 536-5633

Sherbrooke  
 2665 King Street West  
 J1L 2G5  
**Canada Employment Centre:**  
 (819) 564-5900  
**Canada Immigration Centre:**  
 (819) 564-5722

Sherbrooke  
**Canada Employment Centre**  
 299 Olivier Street  
 J1H 1X4  
 (819) 564-5970

Sorel  
**Canada Employment Centre**  
 60 Élizabéth Street  
 J3P 4G5  
 (514) 743-0051

Terrebonne  
**Canada Employment Centre**  
 1460 Gascon Road, Suite 200  
 J6X 2Z5  
 (514) 471-3722

Thetford-Mines  
**Canada Employment Centre**  
 222 Smith Boulevard South  
 Post Office Box 189  
 G6G 5S5  
 (418) 335-2972

Trois-Rivières  
**Canada Employment Centre**  
 55 Des Forges Street, Suite 012  
 G9A 6A8  
 (819) 379-3900

Trois-Rivières  
**Canada Immigration Centre**  
 25 Des Forges Street, Room 414  
 G9A 6A7  
 (819) 379-6395

Val-d'Or  
**Canada Employment Centre and**  
**Canada Immigration Centre**  
 1315 3rd Avenue  
 J9P 1V4  
 (819) 825-5640

Valleyfield  
**Canada Employment Centre**  
 30 Du Centenaire Avenue, Suite 200  
 J6S 5G4  
 (514) 373-6220

**Employment and Immigration****Canada (continued)****QUEBEC (continued)**

## Victoriaville

**Canada Employment Centre**

108 Olivier Street  
G6P 6V6  
(819) 758-0551

## Ville-Marie

**Canada Employment Centre**

18 Notre Dame de Lourdes Street  
Post Office Box 758  
J0Z 3W0  
(819) 629-2757

## Waterloo

**Canada Employment Centre**

5376 Foster Street  
Post Office Box 1520  
J0E 2N0  
(514) 539-2838

**SASKATCHEWAN**

## Buffalo Narrows

**Canada Employment Centre**

Post Office Box 128  
S0M 0J0  
(306) 235-4303

## Creighton

**Canada Employment Centre**

430 Main Street  
Post Office Box 520  
S0P 0A0  
(306) 688-7441

## Estevan

**Canada Employment Centre**

Federal Building, 2nd Floor  
1302 3rd Street  
S4A 0S2  
(306) 634-3624

## Fort Qu'Appelle

**Canada Employment Centre**

147 Boundary Avenue  
Post Office Box 37  
S0G 1S0  
(306) 332-4492

## Humboldt

**Canada Employment Centre**

640 10th Street, Room 102  
Post Office Box 2198  
S0K 2A0  
(306) 682-5414

## La Ronge

**Canada Employment Centre**

Federal Building  
Post Office Box 1620  
S0J 1L0  
(306) 425-2229

## Lloydminster

**Canada Employment Centre**

4517 50th Avenue, Suite 4  
S9V 0Z9  
(306) 825-6291

## Meadow Lake

**Canada Employment Centre**

Federal Building, Room 204  
1st Street East  
Post Office Box 1600  
S0M 1V0  
(306) 236-5668

## Melfort

**Canada Employment Centre**

104 McKendry Avenue West  
Post Office Box 1060  
S0E 1A0  
(306) 752-5731

## Melville

**Canada Employment Centre**

Provincial Building  
256 2nd Avenue West  
Post Office Box 1059  
S0A 2P0  
(306) 728-6830

## Moose Jaw

**Canada Employment Centre**

61 Ross Street West  
S6H 2M2  
(306) 691-3300

## Nipawin

**Canada Employment Centre**

210 1st Street West  
Post Office Box 1768  
S0E 1E0  
(306) 862-3631

## North Battleford

**Canada Employment Centre**

1254 100th Street  
S9A 0V7  
(306) 445-9481

## North Portal

**Canada Immigration Centre**

Customs and Immigration Building  
Post Office Box 120  
S0C 1W0  
(306) 927-2335

## Prince Albert

Federal Building  
1288 Central Avenue  
S6V 4V8

**Canada Employment Centre:**

(306) 953-8400

**Canada Immigration Centre:**

(306) 953-8620

## Regina

**Regional Office**

Financial Building  
2101 Scarth Street  
S4P 2H9  
(306) 780-6249  
Adjustment Programs:  
(306) 780-5451

## Regina

**Canada Employment Centre**

2045 Broad Street, Suite 309  
S4P 2N6  
(306) 780-6167

## Regina

**Canada Immigration Centre**

2045 Broad Street, Suite 415  
S4P 3T7  
(306) 780-6190

## Saskatoon

**Canada Employment Centre**

Federal Building  
101 22nd Street East  
S7K 0E2  
(306) 975-4510  
(306) 975-5370 (service in French)

## Saskatoon

**Canada Immigration Centre**

Federal Building, Room 415  
101 22nd Street East  
S7K 0E1  
(306) 975-4117

## Swift Current

**Canada Employment Centre**

50 Herbert Street East  
S9H 1M2  
(306) 773-8324

## Weyburn

**Canada Employment Centre**

208 Souris Avenue  
S4H 0C5  
(306) 842-5424

## Yorkton

**Canada Employment Centre**

44 1st Avenue  
S3N 1J4  
(306) 786-5200

**YUKON**

## Whitehorse

**Canada Employment Centre**

300 Main Street, Suite 125  
Y1A 2B5  
(403) 667-5050

## Whitehorse

**Canada Immigration Centre**

300 Main Street, Room 215  
Y1A 2B5  
(403) 667-5010

---

**Elections Canada (ELC)**

---

**ONTARIO**

## Ottawa

1595 Telesat Court  
K1A 0M6  
(613) 993-2975





## Energy, Mines and Resources Canada (EMR)

### ALBERTA

#### Calgary

**Regional Corporate Affairs**  
Alberta and Northwest Territories  
321 6th Avenue South West  
T2P 3H3  
(403) 292-4488  
(403) 292-4491 (Fax)  
Canada Map Office:  
(403) 284-0110  
Explosives Division:  
(403) 292-4766

#### Calgary

**Geological Survey of Canada**  
Institute of Sedimentary and  
Petroleum Geology  
3303 33rd Street North West  
T2L 2A7  
(403) 292-7000

#### Devon

**Canada Centre for Mineral and  
Energy Technology (CANMET)**  
Coal Research Laboratories  
Devon Coal Research Centre  
1 Oil Patch Drive  
Postal Bag 1280  
T0C 1E0  
(403) 987-8211

#### Edmonton

**Surveys, Mapping and Remote  
Sensing Sector**  
Canada Centre for Surveying  
Regional Office  
Canada Place, Suite 930  
9700 Jasper Avenue  
T5J 4C3  
(403) 495-2496

### BRITISH COLUMBIA

#### Sidney

**Geological Survey of Canada**  
Pacific Geoscience Centre  
9860 West Saanich Road  
Post Office Box 6000  
V8L 4B2  
(604) 363-6500

#### Vancouver

**Regional Corporate Affairs**  
British Columbia and Yukon  
900 West Hastings Street, Suite 400  
V6C 1E6  
(604) 666-8350  
(604) 666-8353 (Fax)  
Explosives Division:  
(604) 666-0366

#### Vancouver

**Geological Survey of Canada**  
Cordilleran Division  
Sun Tower Building  
100 West Pender Street  
V6B 1R8  
(604) 666-0529

#### Vancouver

**Surveys, Mapping and Remote  
Sensing Sector**  
Canada Centre for Surveying  
Regional Office  
1550 Alberni Street, Room 800  
V6G 3C6  
(604) 666-5313  
Canada Map Office:  
(604) 666-5329

### MANITOBA

#### Winnipeg

**Regional Corporate Affairs**  
Manitoba  
275 Portage Avenue, Room 501  
R3B 2B3  
(204) 983-0058  
Canada Centre for Surveying:  
(204) 984-5051

### NEWFOUNDLAND

#### St John's

**Regional Corporate Affairs**  
Newfoundland  
215 Water Street, Suite 807  
Post Office Box 65  
A1C 6C9  
(709) 772-5464

#### St John's

**Canada-Newfoundland Offshore  
Petroleum Board**  
Toronto Dominion Building, 5th Floor  
140 Water Street  
A1C 6H6  
(709) 778-1400

### NORTHWEST TERRITORIES

#### Resolute

**Polar Continental Shelf Project**  
Post Office Box 260  
X0A 0V0  
(819) 252-3872  
(February to September)

#### Tuktoyaktuk

**Polar Continental Shelf Project**  
Postal Bag 2000  
X0E 1C0  
(403) 977-2333  
(February to September)

#### Yellowknife

**Geological Survey of Canada**  
Geophysical Observatory  
Post Office Box 2399  
X1A 2P8  
(403) 873-4573

#### Yellowknife

**Surveys, Mapping and Remote  
Sensing Sector**  
Canada Centre for Surveying  
Regional Office  
Bellanca Building, 8th Floor  
50th Street  
Post Office Box 668  
X1A 2N5  
(403) 920-8296  
Canada Map Office:  
(403) 920-8299 (afternoons only)

### NOVA SCOTIA

#### Amherst

**Surveys, Mapping and Remote  
Sensing Sector**  
Canada Centre for Surveying  
Regional Surveyor  
136 Victoria Street East  
B4H 1Y1  
(902) 667-7249  
Canada Map Office:  
(902) 667-7231

#### Dartmouth

**Geological Survey of Canada**  
Atlantic Geoscience Centre  
Bedford Institute of Oceanography  
Post Office Box 1006  
B2Y 4A2  
(902) 426-8513

#### Halifax

**Regional Corporate Affairs**  
Maritimes  
CIBC Building  
1809 Barrington Street  
B3J 3K8  
(902) 426-2167  
Explosives Division:  
(902) 426-3599  
Mineral Policy Sector:  
(902) 426-6988

#### Halifax

**Canada-Nova Scotia Offshore  
Petroleum Board**  
Toronto Dominion Centre, 6th Floor  
1791 Barrington Street  
B3J 3K9  
(902) 422-5588

#### Sydney

**Canada Centre for Mineral and  
Energy Technology (CANMET)**  
Coal Research Laboratories  
Cape Breton Laboratory  
Science Building  
210 George Street  
B1P 1J3  
(902) 564-7670

## Energy, Mines and Resources Canada (continued)

### ONTARIO

#### Elliot Lake

#### Canada Centre for Mineral and Energy Technology (CANMET)

Elliot Lake Laboratories  
99 Spine Road  
Post Office Box 100  
P5A 2J6  
(705) 461-7002

#### Ottawa

#### Head Office

580 Booth Street  
K1A 0E4  
(613) 995-0947  
(613) 995-3065  
Canada Map Office:  
(613) 952-7000  
Efficiency and Alternative Energy  
Technology Branch:  
(613) 992-1231  
Energy Publications:  
(613) 995-2943  
Explosives Division:  
(613) 995-2388

#### Ottawa

#### Canada Centre for Mineral and Energy Technology (CANMET)

555 Booth Street  
K1A 0G1  
Library:  
(613) 995-4132  
(613) 995-4157 (Service in French)

#### Ottawa

#### Geological Survey of Canada

601 Booth Street  
K1A 0E8  
(613) 995-4342

#### Ottawa

#### Mineral Policy Sector

460 O'Connor Street  
K1A 0E4  
(613) 992-6522

#### Ottawa

#### Surveys, Mapping and Remote Sensing Sector

Canada Map Office  
130 Bentley Avenue  
Nepean  
Mail: 615 Booth Street  
K1A 0E9  
(613) 952-7000

#### Sudbury

#### Mining Research Laboratories

1079 Kelly Lake Road  
P3E 5P5  
(705) 670-6553

#### Toronto

#### Regional Corporate Affairs

Ontario  
25 St Clair Avenue East, Suite 901  
M4T 1M2  
(416) 973-5814

#### Toronto

#### Surveys, Mapping and Remote Sensing Sector

Canada Centre for Surveying  
Regional Office  
55 St Clair Avenue East, Room 606  
M4T 1M2  
(416) 973-1005

### QUEBEC

#### Montreal

#### Regional Corporate Affairs

Quebec  
Guy Favreau Complex  
West Tower, Room 501  
200 René Lévesque Boulevard West  
H2Z 1X4  
(514) 283-8508

#### Quebec

#### Geological Survey of Canada

Quebec Geoscience Centre  
2700 Einstein Street  
Post Office Box 7500  
Sainte-Foy  
G1V 4C7  
(418) 654-2603

#### Sherbrooke

#### Surveys, Mapping and Remote Sensing Sector

Canada Centre for Surveying  
Regional Office  
2144 King Street West  
J1J 2E8  
(819) 564-5788  
Canada Centre for Geomatics:  
(819) 564-5600  
(819) 564-5698 (Fax)

#### Varennes

#### Explosives Division

2082 Marie Victorin Street,  
Room 206  
J3X 1R3  
(514) 652-3999

### SASKATCHEWAN

#### Regina

#### Surveys, Mapping and Remote Sensing Sector

Canada Centre for Surveying  
Regional Office  
2110 Hamilton Street, Room 304  
S4P 2E3  
(306) 780-8122

#### Saskatoon

#### Regional Corporate Affairs

Saskatchewan  
101 22nd Street East, Room 405  
S7K 0E1  
(306) 975-4519

### YUKON

#### Whitehorse

#### Surveys, Mapping and Remote Sensing Sector

Canada Centre for Surveying  
Regional Surveyor  
300 Main Street, Room 225  
Y1A 2B5  
(403) 667-3950  
Canada Map Office:  
(403) 667-3204

---

## Emergency Preparedness Canada (EPC)

---

### ALBERTA

#### Edmonton

#### Alberta and Northwest Territories Regional Office

10420 157th Street  
T5P 2V5  
(403) 495-3005

### BRITISH COLUMBIA

#### Victoria

#### British Columbia and Yukon Regional Office

4220 Commerce Circle, Suite 104  
Mail: Post Office Box 10000  
V8W 3A5  
(604) 363-3621

### MANITOBA

#### Winnipeg

#### Manitoba Regional Office

MacDonald Building, Suite 403  
344 Edmonton Street  
R3B 2L4  
(204) 983-6790

### NEW BRUNSWICK

#### Fredericton

#### New Brunswick Regional Office

Frederick Square, Suite 350  
77 Westmorland Street  
Post Office Box 534  
E3B 5A6  
(506) 452-3020

### NEWFOUNDLAND

#### St John's

#### Newfoundland Regional Office

6 Bruce Street  
Mount Pearl  
A1N 4T1  
(709) 772-5522



**NOVA SCOTIA**

Halifax  
**Nova Scotia Regional Office**  
 6009 Quinpool Road, Suite 801  
 B3K 5J7  
 (902) 426-2082

**ONTARIO**

Ottawa  
**Head Office**  
 Jackson Building, 2nd Floor  
 122 Bank Street  
 K1A 0W6  
 (613) 991-7077

Toronto  
**Ontario Regional Office**  
 20 Holly Street, Suite 205  
 M4S 3B1  
 (416) 973-6343

**PRINCE EDWARD ISLAND**

Charlottetown  
**Prince Edward Island Regional Office**  
 Dominion Building, 2nd Floor  
 97 Queen Street  
 Post Office Box 1175  
 C1A 7M8  
 (902) 566-7047  
 (902) 566-7046

**QUEBEC**

Quebec  
**Quebec Regional Office**  
 250 Grande Allée Avenue West,  
 Suite 701  
 G1R 2H4  
 (418) 648-3111

**SASKATCHEWAN**

Regina  
**Saskatchewan Regional Office**  
 Avord Tower, Room 850  
 2002 Victoria Avenue  
 S4P 0R7  
 (306) 780-5005

**Fisheries and Oceans (F&O)****BRITISH COLUMBIA**

Alert Bay  
**Fisheries Branch**  
 Post Office Box 9  
 V0N 1A0  
 (604) 974-5216 (answering machine)

Bella Bella  
**Fisheries Branch**  
 Post Office Box 38  
 V0T 1B0  
 (604) 957-2363

Bella Coola  
**Fisheries Branch**  
 Post Office Box 130  
 V0T 1C0  
 (604) 799-5345

Campbell River  
**Fisheries Branch**  
 District Office  
 940 Alder Street, Room 215  
 V9W 2P8  
 (604) 287-2102

Chilliwack  
**Fisheries Branch**  
 45742A Yale Road West  
 V2P 2N4  
 (604) 792-1995

Clearwater  
**Fisheries Branch**  
 Post Office Box 610  
 V0E 1N0  
 (604) 674-2633

Comox  
**Fisheries Branch**  
 148 Port Augusta Street  
 V9N 7Z4  
 (604) 339-2031

Cultus Lake  
**Research Institute**  
 4222 Columbia Valley Highway  
 V0X 1H0  
 (604) 858-7117

Duncan  
**Fisheries Branch**  
 230 Underwood Road  
 Post Office Box 241  
 V9L 3X3  
 (604) 746-6221

Hazelton  
**Fisheries Branch**  
 Post Office Box 490  
 V0J 2J0  
 (604) 842-6327

Kamloops  
**Fisheries Branch**  
 District Office  
 1278 Dalhousie Drive  
 V2C 6G3  
 (604) 374-4322

**Kitimat**

**Fisheries Branch**  
 Federal Building, Room 315  
 V8C 1T6  
 (604) 632-4884

Lillooet  
**Fisheries Branch**  
 Post Office Box 315  
 V0K 1V0  
 (604) 256-4525

Madeira Park  
**Fisheries Branch**  
 Pender Harbour Office  
 Post Office Box 10  
 V0N 2H0  
 (604) 883-2313

Masset  
**Fisheries Branch**  
 Post Office Box 99  
 V0T 1M0  
 (604) 626-3316

Mission  
**Fisheries Branch**  
 32873 London Avenue  
 V2V 6M7  
 (604) 826-3664

Nanaimo  
**Fisheries Branch**  
 South Coast Division  
 Nanaimo, Port Alberni, Campbell  
 River and Victoria  
 3225 Stephenson Point Road  
 V9T 1K3  
 (604) 756-7280

Nanaimo  
**Fisheries Branch**  
 District Office  
 60 Front Street, Room 304  
 V9R 5H7  
 (604) 754-0311

Nanaimo  
**Pacific Biological Station**  
 Hammond Bay Road  
 V9R 5K6  
 (604) 756-7000

Nass Camp  
**Fisheries Branch**  
 Upper Nass Office  
 Post Office Box 29  
 V0J 3J0  
 (604) 633-2408

New Westminster  
**Fisheries Branch**  
 Fraser River, Northern British  
 Columbia and Yukon Division and  
 New Westminster District Office  
 610 Derwent Way  
 Annacis Island  
 V3M 5P8  
 (604) 666-8266  
 Coquitlam Office:  
 (604) 666-0813

**ALBERTA**

Calgary  
**Inspection Services**  
 2938 11th Street North East,  
 Room 102  
 T2E 7L7  
 (403) 292-5858

Edmonton  
**Northwest Area Inspection Office**  
 9021 46th Street North West  
 T6B 3B2  
 (403) 495-7023

**Fisheries and Oceans Canada**  
*(continued)*  
**BRITISH COLUMBIA** *(continued)*

Parksville  
**Fisheries Branch**  
Parksville Office  
457 Stanford Avenue East  
V9P 1V7  
(604) 248-5188

Port Alberni  
**Fisheries Branch**  
District Office  
3019 4th Avenue  
V9Y 2B8  
(604) 724-0195

Port Hardy  
**Fisheries Branch**  
Quatsino Sound Office  
Post Office Box 10  
V0N 2P0  
(604) 949-6731

Powell River  
**Fisheries Branch**  
4488 Marine Avenue  
V8A 2K2  
(604) 485-7963

Prince George  
**Fisheries Branch**  
2392 Ospika Boulevard  
V2N 3N5  
(604) 561-5366

Prince Rupert  
**Fisheries Branch**  
North Coast District Office  
417 2nd Avenue West  
V8J 1G8  
(604) 624-0415  
Inspection Services:  
(604) 624-0435  
Research Institute:  
(604) 624-0475

Qualicum Beach  
**Fisheries Branch**  
Post Office Box 1270  
V0R 2T0  
(604) 752-9712

Queen Charlotte  
**Fisheries Branch**  
Queen Charlotte Islands District  
Office  
Post Office Box 99  
V0T 1S0  
(604) 559-4413

Quesnel  
**Fisheries Branch**  
1205 North Cariboo Highway 97  
V2J 2Y3  
(604) 992-2434

Rivers Inlet  
**Fisheries Branch**  
V0N 1M0  
(604) 949-4961

Salmon Arm  
**Fisheries Branch**  
1751 10th Avenue South West  
Post Office Box 1160  
V1E 4P3  
(604) 832-8037

Sandspit  
**Fisheries Branch**  
Post Office Box 222  
V0T 1T0  
(604) 637-5340

Sidney  
**Institute of Ocean Sciences**  
9860 West Saanich Road  
Post Office Box 6000  
V8L 4B2  
(604) 363-6511 (24-hour service)

Smithers  
**Fisheries Branch**  
Post Office Box 578  
V0J 2N0  
(604) 847-2312

Sooke  
**Fisheries Branch**  
Post Office Box 460  
V0S 1N0  
(604) 642-5322

Squamish  
**Fisheries Branch**  
Post Office Box 2360  
V0N 3G0  
(604) 892-3230

Tahsis  
**Fisheries Branch**  
Kyuquot Office  
Post Office Box 549  
V0P 1X0  
(604) 934-6355

Terrace  
**Fisheries Branch**  
4721B Lazelle Avenue  
V8G 1T3  
(604) 635-2206

Tofino  
**Fisheries Branch**  
Post Office Box 48  
V0R 2Z0  
(604) 725-3468

Vancouver  
**Pacific Regional Office**  
555 West Hastings Street  
V6B 5G3  
(604) 666-0384

Vancouver  
**Fisheries Branch**  
2250 South Boundary Road  
Burnaby  
V5M 4L9  
(604) 666-4427

Vancouver  
**Fisheries Branch**  
Stevenston Office  
12551 Road 1  
Richmond  
V7E 1T7  
(604) 274-7217

Vancouver  
**Pacific Biological Station**  
West Vancouver Laboratory  
4160 Marine Drive  
West Vancouver  
V7V 1N6  
(604) 666-7934  
Library:  
(604) 756-7070

Vancouver  
**Vancouver Port Sampling Office**  
1898 Powell Street  
V5L 1H9  
(604) 666-2658

Victoria  
**Fisheries Branch**  
District Office  
1230 Government Street, Room 423  
V8W 1Y3  
(604) 363-3252

Victoria  
**Inspection Services**  
4250 Commerce Circle  
V8Z 4M2  
(604) 363-3455

Williams Lake  
**Fisheries Branch**  
260D North Broadway  
V2G 2X9  
(604) 398-6544

**MANITOBA**

Gunton  
**Rockwood Aquaculture Research  
Centre**  
Post Office Box 103  
R0C 1H0  
(204) 738-4613

The Pas  
**Inspection Services**  
Post Office Box 2788  
R9A 1M6  
(204) 623-5742

Winnipeg  
**Central and Arctic Regional Office**  
501 University Crescent  
R3T 2N6  
(204) 983-5000  
Communications Division:  
(204) 983-5108  
Small Craft Harbours:  
(204) 983-5721





## Winnipeg

**Central District Office**

153 Lombard Avenue, Room 112  
R3B 0T4  
(204) 983-4060

**NEW BRUNSWICK**

## Blacks Harbour

Post Office Building  
Wallace Cove Road  
Post Office Box 270  
E0G 1H0  
Conservation and Protection:  
(506) 456-2402  
Inspection Services:  
(506) 456-3376

## Boiestown

**Conservation and Protection**

Rural Route 1  
E0H 1A0  
(506) 369-2436

## Charlo

**Salmonid Enhancement Program**

Post Office Box 161  
E0B 1M0  
(506) 684-4459

## Fredericton

**Conservation and Protection**

Post Office Building  
527 Queen Street  
Post Office Box 277  
E3B 4Y9  
(506) 452-3018

## Fredericton

**Mactaquac Fish Hatchery**

Rural Route 6  
York County  
E3B 4X7  
(506) 363-3021

## Gagetown

**Conservation and Protection**

Rural Route 1  
E0G 1V0  
(506) 488-2678

## Harvey Station

**Conservation and Protection**

Post Office Box 88  
E0H 1H0  
(506) 366-2930

## Lords Cove

**Conservation and Protection**

Post Office Box 100  
Deer Island  
E0G 2J0  
(506) 747-2027

## Moncton

**Gulf Fisheries Centre**

Gulf Region  
343 Archibald Street  
Post Office Box 5030  
E1C 9B6  
(506) 851-7747

## North Head

**Conservation and Protection**

Post Office Box 309  
Grand Manan Island  
E0G 2M0  
(506) 662-3151

## Oromocto

**Conservation and Protection**

Post Office Box 406  
E2V 2J2  
(506) 357-3013

## St Andrews

**Conservation and Protection**

Post Office Building, Room 201  
203 Water Street  
Post Office Box 210  
E0G 2X0  
(506) 529-3156  
Aquaculture:  
(506) 529-3900  
Fishing Vessel Insurance Plan:  
(506) 529-3114  
Licensing:  
(506) 529-8847  
Statistics:  
(506) 529-3047

## St George

**Conservation and Protection**

Post Office Box 180  
E0G 2Y0  
(506) 755-3391

## Saint John

**Conservation and Protection**

Customs Building  
189 Prince William Street  
E2L 2B9  
(506) 636-4012  
(506) 636-4831  
Dockmaster:  
(506) 636-4025

## Saint John

**Saint John Fish Hatchery**

1700 Loch Lomond Road  
E2J 2A3  
(506) 696-2534

## Seal Cove

Post Office Building  
Post Office Box 125  
Grand Manan Island  
E0G 3B0

Inspection Services:  
(506) 662-3141  
Statistics:  
(506) 662-8329

## Stanley

**Conservation and Protection**

Post Office Box 41  
E0H 1T0  
(506) 367-2222

## Sussex

**Conservation and Protection**

Post Office Box 281  
E0E 1P0  
(506) 433-3459

## Tracadie

3490 Principale Street  
Post Office Box 1670  
E0C 2B0  
(506) 395-7703

## Wilson's Beach

Post Office Box 99  
Campobello Island  
E0G 3L0  
Conservation and Protection:  
(506) 752-2935  
Inspection Services:  
(506) 752-2157  
(506) 752-2363

## Woodstock

**Conservation and Protection**

Post Office Box 449  
E0J 2B0  
(506) 328-3439

**NEWFOUNDLAND**

## Arnold's Cove

Post Office Box 119  
A0B 1A0  
(709) 463-8500

## Badger's Quay

Post Office Box 222  
A0G 1B0  
(709) 536-3129

## Baie Verte

Post Office Box 8  
A0K 1B0  
(709) 532-4042

## Bay Bulls

Post Office Box 101  
A0A 1C0  
(709) 334-3371

## Bay Roberts

Post Office Box 669  
A0A 1G0  
(709) 786-3953

## Bellevue

Rural Route 1, Box 12, Site 2  
A0B 1B0  
(709) 442-5391

## Black Tickle

Labrador  
A0K 1N0  
(709) 471-8885

## Bonavista

Post Office Box 340  
A0C 1B0  
(709) 468-7470

## Botwood

Post Office Box 1030  
A0H 1E0  
(709) 257-2502

## Brigus

Post Office Box 81  
A0A 1K0  
(709) 528-4643

**Fisheries and Oceans Canada**  
(continued)  
**NEWFOUNDLAND** (continued)

Burgeo  
Post Office Box 154  
A0M 1A0  
(709) 886-3331

Burin  
Post Office Box 303  
A0E 1W0  
(709) 891-2570

Carbonear  
Post Office Box 868  
A0A 1T0  
(709) 596-3841

Cartwright  
Labrador  
A0K 1V0  
(709) 939-7384

Catalina  
Post Office Box 100  
A0C 1J0  
(709) 469-2881

Charlottetown  
Labrador  
A0K 5Y0  
(709) 949-0344

Churchill Falls  
Labrador  
Post Office Box 23  
A0R 1A0  
(709) 925-8965

Clarenville  
Post Office Box 795  
A0E 1J0  
(709) 466-7334

Colinet  
A0B 1M0  
(709) 521-2030

Conne River  
A0H 1J0  
(709) 882-2943

Dildo  
Post Office Box 9  
Trinity Bay  
A0B 1P0  
(709) 582-3187

Ferryland  
A0A 2H0  
(709) 432-2519

Fogo  
Post Office Box 188  
A0G 2B0  
(709) 266-2725

Gander Bay South  
A0G 2H0  
(709) 676-2588

Glovertown  
A0G 2L0  
(709) 533-6080

Grand Bank  
Post Office Box 580  
A0E 1W0  
(709) 832-1301

Grand Falls – Windsor  
Post Office Box 459  
A2A 2J8  
(709) 292-5160

Hant's Harbour  
Post Office Box 89  
A0B 1Y0  
(709) 586-2204

Happy Valley – Goose Bay  
Labrador  
Post Office Box 7003, Station A  
A0P 1S0  
(709) 896-2924

Harbour Breton  
Post Office Box 189  
A0H 1P0  
(709) 885-2520

Harbour Grace  
Post Office Box 613  
A0A 2M0  
(709) 596-2881

Hermitage  
Post Office Box 73  
A0H 1S0  
(709) 883-2311

Jackson's Arm  
Post Office Box 9  
White Bay  
A0K 3H0  
(709) 459-3127

La Scie  
Post Office Box 181  
A0K 3M0  
(709) 675-2227  
Inspection Services:  
(709) 675-2061

Lewisporte  
Post Office Box 533  
A0G 3A0  
(709) 535-2739  
Inspection Services:  
(709) 535-2753

Lumsden  
Post Office Box 99  
A0G 3E0  
(709) 530-2308

Makkovik  
Labrador  
A0P 1J0  
(709) 923-2324

Marystown  
Post Office Box 1208  
A0E 2M0  
(709) 279-2675

Nain  
Labrador  
A0P 1L0  
(709) 922-2884

North West River  
Labrador  
A0P 1M0  
(709) 497-8750

Old Perlican  
Post Office Box 64  
A0A 3G0  
(709) 587-2030

Placentia  
General Delivery  
A0B 2Y0  
(709) 227-2516

Rigolet  
Labrador  
A0P 1P0  
(709) 947-3335

Roddickton  
Post Office Box 38  
A0K 4P0  
(709) 457-2308  
Inspection Services:  
(709) 457-2005

St Anthony  
Post Office Box 5  
A0K 4S0  
(709) 454-3774

St John's  
**Eastern Area Office**  
354 Water Street  
Post Office Box 970  
A1C 5M3  
(709) 772-5046

St John's  
**Northwest Atlantic Fisheries Centre**  
Newfoundland Regional Office  
Post Office Box 5667  
A1C 5X1  
(709) 772-4421

St Joseph's  
Mail: General Delivery  
A0B 3A0  
(709) 521-2239

St Lewis  
Labrador  
A0K 4W0  
(709) 939-2275

Springdale  
Post Office Box 328  
A0J 1T0  
(709) 673-3218

Trepassey  
Post Office Box 11  
A0A 4B0  
(709) 438-2882





Twillingate  
Post Office Box 97  
A0G 4M0  
(709) 884-2411

Wabush  
Labrador  
Post Office Box 1259  
A0R 1B0  
(709) 944-6633

#### NORTHWEST TERRITORIES

Cambridge Bay  
X0E 0C0  
(403) 983-2272

Chesterfield Inlet  
X0C 0B0  
(204) 983-5131 (Winnipeg)

Hay River  
Post Office Box 1008  
X0E 0R0  
(403) 874-2331

Inuvik  
Post Office Box 1871  
X0E 0T0  
(403) 979-3314

Iqaluit  
Post Office Box 358  
X0A 0H0  
(819) 979-6274

Rankin Inlet  
Post Office Box 158  
X0C 0G0  
(819) 645-2871

Resolute  
X0A 0V0  
(819) 252-3785  
(204) 983-5131 (Winnipeg)

Yellowknife  
Post Office Box 2310  
X1A 2P7  
(403) 920-6640

#### NOVA SCOTIA

Annapolis Royal  
**Conservation and Protection**  
Post Office Box 207  
B0S 1A0  
(902) 532-5269

Antigonish  
**Area Office**  
Antigonish Mall  
133 Church Street  
B2G 2E3  
(902) 863-5670  
Conservation and Protection:  
(902) 863-1142  
Inspection Services:  
(902) 863-5275

Arichat  
Post Office Box 249  
B0E 1A0  
Conservation and Protection:  
(902) 226-2610  
Inspection Services:  
(902) 226-2613

Baddeck  
**Conservation and Protection**  
Post Office Box 160  
B0E 1B0  
(902) 295-2557

Barrington Passage  
**Conservation and Protection**  
Post Office Box 193  
B0W 1G0  
(902) 637-2851

Barrington Passage  
**Inspection Services**  
Post Office Box 21  
B0W 1G0  
(902) 637-2270

Bickerton West  
**Fishing Vessel Insurance Plan**  
Post Office Box 64  
B0J 1A0  
(902) 364-2567

Bridgewater  
**Conservation and Protection**  
236 Dominion Street  
B4V 2K8  
(902) 527-5574

Canso  
Post Office Box 124  
B0H 1H0  
Conservation and Protection:  
(902) 366-2004  
Inspection Services:  
(902) 366-2618

Chester  
**Conservation and Protection**  
Post Office Box 261  
B0J 1J0  
(902) 275-3513

Chéticamp  
Post Office Box 508  
B0E 1H0  
Conservation and Protection:  
(902) 224-2017  
Inspection Services:  
(902) 224-2441

Clark's Harbour  
**Statistics**  
Post Office Box 293  
B0W 1P0  
(902) 637-3685

Coldbrook  
**Coldbrook Fish Hatchery**  
B0P 1K0  
(902) 679-5572

Collingwood Corner  
**Cobequid Fish Hatchery**  
Rural Route 1  
B0M 1E0  
(902) 686-3244

Dartmouth  
**Bedford Institute of Oceanography**  
Post Office Box 1006  
B2Y 4A2  
(902) 426-2373

Digby  
**Inspection Services**  
Post Office Box 1330  
B0V 1A0  
(902) 245-6571  
Statistics:  
(902) 245-2544

Glace Bay  
**Conservation and Protection**  
Post Office Box 2  
B1A 5V1  
(902) 842-2470

Guysborough  
**Conservation and Protection**  
Post Office Box 119  
B0H 1N0  
(902) 533-3408

Halifax  
**Scotia/Fundy Regional Office**  
1649 Hollis Street  
Post Office Box 550  
B3J 2S7  
(902) 426-2373  
Communications Division:  
(902) 426-3555  
Fisheries Research Laboratory:  
(902) 426-7444  
Inspection Services:  
(902) 426-8045  
Library:  
(902) 426-3180  
Small Craft Harbours:  
(902) 426-8120

Halifax  
**Conservation and Protection**  
Post Office Box 1626  
B3J 3B7  
(902) 426-3631

Ingonish Beach  
**Conservation and Protection**  
Post Office Box 81  
B0C 1L0  
(902) 285-2408

Kentville  
**Conservation and Protection**  
33 Webster Street  
Post Office Box 755  
B4N 3X9  
(902) 679-5571

**Fisheries and Oceans Canada**  
*(continued)*  
**NOVA SCOTIA** *(continued)*

Liverpool  
Post Office Box 190  
B0T 1K0  
Conservation and Protection:  
(902) 354-3459  
Inspection Services:  
(902) 354-5766

Lockeport  
Post Office Building  
Beech Street  
Post Office Box 119  
B0T 1L0  
Biological Sciences:  
(902) 656-3279  
Conservation and Protection:  
(902) 656-2314

Louisbourg  
Post Office Box 157  
B0A 1M0  
Conservation and Protection:  
(902) 733-2121  
Fishing Vessel Insurance Plan:  
(902) 733-2255  
Inspection Services:  
(902) 733-2115

Lower Wedgeport  
**Conservation and Protection**  
Post Office Building  
B0W 3P0  
(902) 663-2550  
Patrol Vessel *Tuebor*:  
(902) 749-6539

Lunenburg  
Federal Building  
King Street  
Post Office Box 460  
B0J 2C0  
Conservation and Protection:  
(902) 634-8833  
Fishing Vessel Insurance Plan:  
(902) 634-4064  
Inspection Services:  
(902) 634-8835  
Statistics:  
(902) 634-3920

Lunenburg  
**Biological Sciences**  
Federal Building  
King Street  
Post Office Box 548  
B0J 2C0  
(902) 634-4346

Margaree Forks  
**Conservation and Protection**  
Gulf Region  
Post Office Box 520  
B0E 2A0  
(902) 248-2322

Meteghan  
Post Office Box 147  
B0W 2J0  
Conservation and Protection, Fishing  
Vessel Insurance Plan:  
(902) 645-2045  
Inspection Services:  
(902) 645-3432

Milton  
**Mersey Fish Hatchery**  
B0T 1P0  
(902) 354-5443

Moser River  
**Conservation and Protection**  
B0J 2K0  
(902) 347-2621

Musquodoboit Harbour  
**Conservation and Protection**  
Post Office Box 24  
B0J 2L0  
(902) 889-2844

North Sydney  
**Conservation and Protection**  
Post Office Box 186  
B2A 3M3  
(902) 794-5852

Parrsboro  
**Conservation and Protection**  
Post Office Box 427  
B0M 1S0  
(902) 254-3368

Pictou  
Post Office Box 460  
B0K 1H0  
Conservation and Protection:  
(902) 485-5413  
Inspection Services:  
(902) 485-4179

Port Hawkesbury  
**Conservation and Protection**  
Port Hawkesbury Office  
Mail: Post Office Box 249  
Arichat  
B0E 1A0  
(902) 625-3925

Port Hood  
**Conservation and Protection**  
Post Office Box 88  
B0E 2W0  
(902) 787-3227

Sheet Harbour  
**Conservation and Protection**  
Post Office Box 72  
B0J 3B0  
(902) 885-2660

Shelburne  
Post Office Building  
Mowatt Street  
Post Office Box 490  
B0T 1W0  
Conservation and Protection,  
Inspection Services:  
(902) 875-2360  
Small Craft Harbours:  
(902) 875-3391

Sherbrooke  
Post Office Box 274  
B0J 3C0  
Conservation and Protection:  
(902) 522-2666  
Inspection Services:  
(902) 522-2181

Shubenacadie  
**Conservation and Protection**  
Post Office Box 212  
B0N 2H0  
(902) 758-2847

South Ohio  
**Yarmouth Fish Hatchery**  
Rural Route 1  
B0W 3E0  
(902) 649-2370

Sydney  
90 Esplanade Avenue  
Post Office Box 1085  
B1P 6J7  
(902) 564-7362

Tantallon  
**Conservation and Protection**  
Rural Route 2, Box 5, Site 8  
B0J 3J0  
(902) 826-2733  
Inspection Services:  
(902) 857-9395

Tiverton  
**Conservation and Protection,  
Inspection Services**  
Post Office Box 688  
B0V 1G0  
(902) 839-2493

Truro  
**Conservation and Protection**  
Post Office Box 886  
B2N 5G6  
(902) 895-5456

Wallace  
**Conservation and Protection**  
Post Office Box 174  
B0K 1Y0  
(902) 257-2400

West Pubnico  
Post Office Box 68  
B0W 3S0  
Conservation and Protection:  
(902) 762-2978  
Inspection Services:  
(902) 762-2414





Yarmouth  
215 Main Street  
B5A 1C6  
(902) 742-0871  
Conservation and Protection:  
(902) 742-0887  
Fishing Vessel Insurance Plan:  
(902) 742-6450  
Inspection Services:  
(902) 742-6499

## ONTARIO

Burlington  
**Bayfield Institute for Marine Science and Surveys**  
867 Lakeshore Road  
Post Office Box 5050  
L7R 4A6  
(416) 336-4508

Burlington  
**Small Craft Harbours**  
Abbey Life Building, 3rd Floor  
3027 Harvester Road  
Post Office Box 85120  
L7R 4K3  
(416) 639-4844

Fort Frances  
807 Fourth Street East  
P9A 1T3  
(807) 274-2078

Kenora  
Post Office Box 1950  
P9N 3X8  
(807) 227-5414

Kingston  
35 Terry Fox Drive, Unit 302  
Post Office Box 414  
K7L 4W2  
(613) 545-8358

Leamington  
**District Office**  
7 Iroquois Road  
Post Office Box 219  
N8H 3W2  
(519) 326-2617

Ottawa  
**Head Office**  
Centennial Towers  
200 Kent Street  
K1A 0E6  
(613) 993-0999  
Marine Environmental Data Services:  
(613) 990-0268

Ottawa  
**National Inspection Laboratory**  
2825 Sheffield Road  
K1B 3V8  
(613) 993-8636

St Catharines  
**Inspection Services**  
45 Hanover Street, Unit 9  
L2W 1A3  
(416) 641-4723

Sault Ste Marie  
**Sea Lamprey Control Centre**  
1 Canal Drive  
P6A 6W4  
(705) 949-1102  
Great Lakes Fishery Laboratory:  
(705) 942-2848  
Inspection Services:  
(705) 949-2210

Thunder Bay  
307 Euclid Avenue  
P7E 6G6  
(807) 475-4881

Toronto  
**District Office**  
590 Keele Street, Room 410  
M6N 3E3  
(416) 763-1161

## PRINCE EDWARD ISLAND

Alberton  
**Conservation and Protection**  
Post Office Box 190  
C0B 1B0  
(902) 853-2297

Cardigan  
**Salmonid Enhancement Program**  
Rural Route 3  
C0A 1G0  
(902) 583-2952

Charlottetown  
**Area Office**  
Gulf Region  
Riverside Drive  
Post Office Box 1236  
C1A 7M8  
(902) 566-7800  
Administration:  
(902) 566-7808  
Conservation and Protection:  
(902) 566-7812  
Fishing Vessel Insurance Plan:  
(902) 566-7840  
Inspection Services:  
(902) 566-7807  
Statistics:  
(902) 566-7818

Ellerslie  
**Fisheries Station**  
C0B 1J0  
(902) 831-2933

Montague  
Post Office Box 340  
C0A 1R0  
Conservation and Protection:  
(902) 838-2422  
Inspection Services:  
(902) 838-4025

Morell  
**Conservation and Protection**  
Post Office Box 31  
C0A 1S0  
(902) 961-2251

Souris  
Post Office Box 448  
C0A 2B0  
Conservation and Protection:  
(902) 687-2019  
Inspection Services:  
(902) 687-3583

Summerside  
**Conservation and Protection, Inspection Services**  
Post Office Box 1385  
C1N 4K2  
(902) 436-2238

Tignish  
**Inspection Services**  
Post Office Box 117  
C0B 2B0  
(902) 882-3585

## QUEBEC

Baie-Comeau  
9 Marquette Street, 2nd Floor  
G4Z 1K4  
(418) 296-5949

Blanc-Sablon  
Du Quai Road  
G0G 1C0  
(418) 461-2417

Bonaventure  
99B Port Royal Street  
Post Office Box 879  
G0C 1E0  
(418) 534-4056

Cap-aux-Meules  
Gros Cap Road  
Post Office Box 1058  
G0B 1B0  
(418) 986-2095

Gaspé  
Du Roi Building  
118 De la Reine Street  
Post Office Box 516  
G0C 1R0  
(418) 368-5559

Grande-Entrée  
Municipal Building, 2nd Floor  
Post Office Box 148  
G0B 1H0  
(418) 985-2942

Grande-Rivière  
84 Carrefour Street  
Post Office Box 698  
G0C 1V0  
(418) 385-3089

Inukjuak  
**Area Office**  
Northern Quebec Region  
J0M 1M0  
(819) 254-8518

Longueuil  
789 Roland Therrien Boulevard  
J4H 4A6  
(514) 928-4300

**Fisheries and Oceans Canada***(continued)***QUEBEC** *(continued)*

## Mont-Joli

**Maurice Lamontagne Institute**

850 De la Mer Route  
Post Office Box 1000  
G5H 3Z4  
(418) 775-0500

## Quebec

**Quebec Regional Office**

Champlain Harbour Station  
901 Du Cap Diamant Street,  
3rd Floor  
Post Office Box 15500  
G1K 7Y7  
(418) 648-2519

## Rivière-au-Renard

41 Renard Boulevard East  
Post Office Box 307  
G0E 2A0  
(418) 269-7704

## Sainte-Anne-des-Monts

42 Parc Road  
Post Office Box 640  
G0E 2G0  
(418) 763-7751

## Sept-Îles

25 Napoleon Street  
G4R 3K7  
(418) 962-6314

**SASKATCHEWAN**

## Meadow Lake

**Inspection Services**

Post Office Box 928  
S0M 1V0  
(306) 236-5828

## Prince Albert

**Inspection Services**

1288 Central Avenue, Room 320  
S6V 4E8  
(306) 953-8595

**YUKON**

## Whitehorse

**Fisheries Branch**

District Office  
122 Industrial Road  
Y1A 2T9  
(403) 667-2235

**Fitness and Amateur Sport (FAS)****ONTARIO**

## Ottawa

Journal Tower South, 10th Floor  
365 Laurier Avenue West  
K1A 0X6  
(613) 992-8941

**Federal Business Development Bank (FBDB)****ALBERTA**

## Calgary

**Branch and CASE Office**

Suncor Tower, Suite 1900  
500 4th Avenue South West  
T2P 2V6  
(403) 292-5000  
(403) 292-6616 (Fax)

## Edmonton

**Branch and CASE Office**

Metropolitan Place, Suite 606  
10303 Jasper Avenue  
T5J 3N6  
(403) 495-2277  
(403) 495-6616 (Fax)

## Grande Prairie

Windsor Court, Suite 305  
9835 101st Avenue  
T8V 5V4  
(403) 532-8875  
(403) 539-5130 (Fax)

## Lethbridge

Professional Building, Room 500  
740 4th Avenue South  
T1J 0N9  
(403) 328-9681  
(403) 382-3162 (Fax)

## Red Deer

Riverside Office Plaza, Room 100  
4919 59th Street  
T4N 6C9  
(403) 340-4203  
(403) 340-4243 (Fax)

**BRITISH COLUMBIA**

## Campbell River

909 Island Highway, Room 202  
V9W 2C2  
(604) 287-9236  
(604) 287-2887 (Fax)

## Cranbrook

**Branch and CASE Office**

30 11th Avenue South  
V1C 2P1  
(604) 426-7241  
(604) 426-2462 (Fax)

## Fort St John

10230 100th Street, Suite 7  
V1J 3Y9  
(604) 787-0622  
(604) 787-9423 (Fax)

## Kamloops

**Branch and CASE Office**

63 West Victoria Street, Room 100  
V2C 6L3  
(604) 374-2121  
(604) 374-5841 (Fax)

## Kelowna

**Branch and CASE Office**

260 Harvey Avenue, Suite 101  
V1Y 7S5  
(604) 861-6032  
(604) 861-8023 (Fax)

## Langley

**Branch and CASE Office**

20316 56th Avenue, Room 101  
V3A 3Y7  
(604) 533-1221  
(604) 533-8318 (Fax)

## Nanaimo

**Branch and CASE Office**

111 Wallace Street  
V9F 5B2  
(604) 754-0250  
(604) 754-0256 (Fax)

## New Westminster

**Branch and CASE Office**

First Capital Place, Suite 201  
960 Quayside Drive  
V3M 6G2  
(604) 525-1011  
(604) 666-1956 (Fax)

## Prince George

**Branch and CASE Office**

Canada Permanent Tower,  
Room 200  
299 Victoria Street  
V2L 5B8  
(604) 561-5323  
(604) 561-5512 (Fax)

## Terrace

4641 Lazelle Avenue  
V8G 1S8  
(604) 635-4951  
(604) 635-7468 (Fax)

## Vancouver

**British Columbia and Yukon Regional Office**

601 West Hastings Street, Suite 700  
V6B 5G9  
(604) 666-7800  
(604) 666-5872 (Fax)

## Vancouver

**Branch and CASE Office**

601 West Hastings Street, Room 600  
V6B 5G8  
(604) 666-7850  
(604) 666-7859 (Fax)

## Vancouver

**Branch and CASE Office**

221 West Esplanade, Room 6  
North Vancouver  
V7M 3J3  
(604) 666-7703  
(604) 666-1957 (Fax)

## Vernon

3700 33rd Street  
V1T 5T6  
(604) 545-7215  
(604) 545-3114 (Fax)





## Victoria

**Branch and CASE Office**

990 Fort Street  
V8V 3K2  
(604) 363-0161  
(604) 383-1400 (Fax)

## Williams Lake

94 North 1st Avenue  
V2G 1Y6  
(604) 398-8233  
(604) 398-8323 (Fax)

## MANITOBA

## Brandon

**Branch and CASE Office**

940 Princess Avenue  
Post Office Box 6  
R7A 5Y6  
(204) 726-7570  
(204) 726-7555 (Fax)

## Winnipeg

**Prairie and Northern Regional Office**

155 Carlton Street  
R3C 3H8  
(204) 983-7811  
(204) 983-8522 (Fax)  
Branch and CASE Office:  
(204) 983-7900  
(204) 983-0870 (Fax)

## NEW BRUNSWICK

## Bathurst

**Branch and CASE Office**

Keystone Place, 5th Floor  
270 Douglas Avenue  
Post Office Box 780  
E2A 4A5  
(506) 548-7360  
(506) 548-7381 (Fax)

## Edmundston

121 De l'Église Street, Suite 405  
Post Office Box 610  
E3V 3L2  
(506) 739-8311  
(506) 735-0019 (Fax)

## Fredericton

**Branch and CASE Office**

Barker House, Suite 204  
570 Queen Street  
Post Office Box 754  
E3B 5B4  
(506) 452-3030  
(506) 452-2416 (Fax)

## Moncton

**Branch and CASE Office**

10 Commercial Street, 4th Floor  
Post Office Box 1090  
E1C 8P6  
(506) 851-6120  
(506) 851-6033 (Fax)  
CASE Office:  
(506) 851-6000

## Saint John

**Branch and CASE Office**

75 Prince William Street, 2nd Floor  
E2L 2B2  
(506) 636-4751  
(506) 636-3892 (Fax)  
CASE Office:  
(506) 636-4751

## NEWFOUNDLAND

## Corner Brook

**Branch and CASE Office**

Herald Towers, 1st Floor  
4 Herald Avenue  
A2H 4B4  
(709) 637-4515  
(709) 634-9490 (Fax)  
CASE Office:  
(709) 637-4513

## Grand Falls – Windsor

42 High Street  
Post Office Box 744  
A2A 2M4  
(709) 489-2181  
(709) 489-6569 (Fax)

## St John's

**Branch and CASE Office**

Atlantic Place, 4th Floor  
215 Water Street  
Post Office Box 520, Station C  
A1C 5K4  
(709) 772-5505  
(709) 772-2516 (Fax)  
CASE Office:  
(709) 772-5515

## NORTHWEST TERRITORIES

## Yellowknife

4912 49th Street  
X1A 1P3  
(403) 873-3565  
(403) 873-3501 (Fax)

## NOVA SCOTIA

## Bridgewater

129 Aberdeen Road, Suite 202  
Post Office Box 540  
B4V 2X6  
(902) 527-5501  
(902) 543-1409 (Fax)

## Halifax

**Atlantic Regional Office**

Cogswell Tower, Suite 1400  
Post Office Box 1656  
B3J 2Z7  
(902) 426-7860  
(902) 426-9033 (Fax)  
Branch Office:  
(902) 426-7850  
(902) 426-6783 (Fax)  
CASE Office:  
(902) 426-2474

## Sydney

**Branch and CASE Office**

295 George Street  
Post Office Box 726  
B1P 6H7  
(902) 564-7700  
(902) 564-3975 (Fax)

## Truro

622 Prince Street  
B2N 1G4  
(902) 895-6377  
(902) 893-7957 (Fax)

## ONTARIO

## Barrie

152 Bayfield Street, Suite 100  
Post Office Box 876  
L4M 4Y6  
(705) 728-6072  
(705) 728-3045 (Fax)

## Hamilton

**Branch and CASE Office**

4 Hughson Street South, 9th Floor  
L8N 3Z1  
(416) 572-2954  
(416) 572-4282 (Fax)

## Kenora

301 First Avenue South  
P9N 1W2  
(807) 468-5575  
(807) 468-5301 (Fax)

## Kingston

Plaza 16 Bath Road  
Post Office Box 265  
K7L 4V8  
(613) 545-8636  
(613) 545-3529 (Fax)

## Kitchener

**Kitchener – Waterloo Branch and CASE Office**

Commerce House, 4th Floor  
50 Queen Street North  
N2H 6P4  
(519) 744-4186  
(519) 744-2404 (Fax)

## London

**Branch and CASE Office**

380 Wellington Street  
N6A 5B5  
(519) 675-3101  
(519) 645-5450 (Fax)

## Mississauga

**Branch and CASE Office**

3660 Hurontario Street, 8th Floor  
L5B 3C4  
(416) 566-6417  
(416) 566-6425 (Fax)

**Federal Business Development****Bank** (continued)**ONTARIO** (continued)

North Bay

**Branch and CASE Office**

205 Main Street East

Post Office Box 925

P1B 8K1

(705) 476-4123

(705) 476-5829 (Fax)

Oshawa

**Branch and CASE Office**

17 King Street East, 3rd Floor

L1H 1A8

(416) 576-6800

(416) 576-3302 (Fax)

Ottawa

**Branch and CASE Office**

280 Albert Street, 3rd Floor

K1P 5G8

(613) 995-0234

(613) 995-9045 (Fax)

Peterborough

340 George Street North

Post Office Box 1419

K9J 7H6

(705) 748-3241

(705) 748-3243 (Fax)

St Catharines

43 Church Street, Suite 504

Post Office Box 1193

L2R 7A7

(416) 685-4804

(416) 641-3171 (Fax)

Sault Ste Marie

153 Great Northern Road

P6B 4Z6

(705) 949-3680

(705) 949-1733 (Fax)

Stratford

516 Huron Street

N5A 5T7

(519) 271-5650

(519) 271-8472 (Fax)

Sudbury

75 Elm Street

Post Office Box 820

P3C 1R6

(705) 674-8347

(705) 674-2351 (Fax)

Thunder Bay

**Branch and CASE Office**

905 East Victoria Avenue

Post Office Box 878

P7C 4X7

(807) 623-2745

(807) 623-9528 (Fax)

Timmins

83 Algonquin Boulevard West

Post Office Box 1240

P4N 7J5

(705) 267-6416

(705) 268-5437 (Fax)

Toronto

**Ontario Regional Office**

777 Bay Street, 29th Floor

M5G 2C8

(416) 973-1144

(416) 973-0032 (Fax)

CASE Office:

(416) 973-0075

Toronto

1200 Markham Road, Suite 309

Scarborough

M1H 3C3

(416) 431-4443

(416) 431-4511 (Fax)

Toronto

**Toronto North Branch and CASE Office**

4576 Yonge Street, Suite 508

M2N 5L6

(416) 250-9009

(416) 250-7690 (Fax)

Windsor

**Branch and CASE Office**

500 Ouellette Avenue

N9A 1B3

(519) 254-8626

(519) 254-9957 (Fax)

**PRINCE EDWARD ISLAND**

Charlottetown

**Branch and CASE Office**

51 University Avenue, 2nd Floor

Post Office Box 488

C1A 7L1

(902) 566-7454

(902) 566-7459 (Fax)

CASE Office:

(902) 566-7460

**QUEBEC**

Chicoutimi

**Branch and CASE Office**

475 Des Champs Elysées Street

G7H 5V7

(418) 698-5599

(418) 698-5678 (Fax)

Drummondville

1010 René Lévesque Boulevard

J2C 5W4

(819) 478-4951

(819) 478-5864 (Fax)

Granby

33 Dufferin Street

J2G 4W5

(514) 372-5202

(514) 372-2423 (Fax)

Hull

259 St Joseph Boulevard, Suite 104

J8Y 6T1

(819) 997-4434

(819) 997-4435 (Fax)

Laval

**Branch and CASE Office**

3090 Le Carrefour Boulevard,

Suite 700

H7T 2J7

(514) 687-4121

(514) 687-6889 (Fax)

Longueuil

**Branch and CASE Office**

550 Chambly Road, Suite 100

J4H 3L8

(514) 928-4120

(514) 928-4127 (Fax)

Montreal

**Head Office**

800 Victoria Square

Post Office Box 335

H4Z 1L4

(514) 283-5904

Montreal

**Branch and CASE Office**

6068 Sherbrooke Street East

H1N 1C1

(514) 255-2311

(514) 255-7097 (Fax)

Montreal

**Branch and CASE Office**

800 Victoria Square, Main Floor

Post Office Box 187

H4Z 1C8

(514) 878-9571

(514) 878-4537 (Fax)

Montreal

**Branch and CASE Office**

3100 Côte Vertu Road, Room 160

Saint-Laurent

H4R 2J8

(514) 334-6560

(514) 334-8021 (Fax)

Montreal

8471 Langelier Boulevard

Saint-Léonard

H1P 2C3

(514) 328-7295

(514) 328-3462 (Fax)

Quebec

**Branch and CASE Office**

871 St Louis Road

G1S 1C1

(418) 648-3972

(418) 648-5525 (Fax)





## Rimouski

**Branch and CASE Office**

391 Jessop Boulevard

G5L 1M9

(418) 722-3300

(418) 722-3362 (Fax)

CASE Office:

(418) 722-3315

## Rouyn – Noranda

139 Québec Boulevard, Room 301

J9X 6M8

(819) 764-6701

(819) 764-5472 (Fax)

## Saint-Jérôme

Galleries des Laurentides, Room 230

500 Des Laurentides Boulevard

Saint-Antoine-des-Laurentides

J7Z 4M2

(514) 432-7111

(514) 432-8366 (Fax)

## Sept-Îles

106 Napoléon Street, Room 305

G4R 3L7

(418) 968-1420

(418) 962-2956 (Fax)

## Sherbrooke

**Branch and CASE Office**

2532 King Street West

J1J 2E8

(819) 564-5700

(819) 564-4276 (Fax)

## Trois-Rivières

**Branch and CASE Office**

1660 Royal Street

G9A 4K3

(819) 371-5215

(819) 371-5220 (Fax)

**SASKATCHEWAN**

## Prince Albert

1100 1st Avenue East

S6V 5R8

(306) 953-8580

## Regina

**Branch and CASE Office**

Bank of Canada Building, Room 320

2220 12th Avenue

S4P 0M8

(306) 780-6478

(306) 780-7516 (Fax)

## Saskatoon

**Branch and CASE Office**

Canada Building, 8th Floor

105 21st Street East

S7K 0B3

(306) 975-4822

(306) 975-5955 (Fax)

**YUKON**

## Whitehorse

2090A 2nd Avenue

Y1A 1B6

(403) 633-7510

(403) 667-4058 (Fax)

**Farm Credit Corporation Canada (FCC)****ALBERTA**

## Athabasca

4918 49th Street

Post Office Box 418

T0G 0B0

(403) 675-2513

(403) 349-3202 (Fax)

## Barrhead

County of Barrhead Building

5304 49th Street

Post Office Box 498

T0G 0E0

(403) 674-4744

(403) 674-3610 (Fax)

## Brooks

408 1st Street West, Suite 2

T0J 0J0

(403) 362-3181

(403) 362-0225 (Fax)

## Calgary

2116 27th Avenue North East,

Suite 317

T2E 7A6

(403) 292-6100

(403) 292-6121 (Fax)

## Camrose

4923 51st Street

T4V 1S4

(403) 672-2486

(403) 672-4990 (Fax)

## Drumheller

Greentree Co-op Centre, 2nd Floor

Post Office Box 849

T0J 0Y0

(403) 823-4111

(403) 823-6592 (Fax)

## Edmonton

101st Street Building, Suite 1550

10250 101st Street

T5J 3P4

(403) 495-4488

(403) 495-5665 (Fax)

## Evansburg

4918 50th Avenue

Post Office Box 277

T0E 0T0

(403) 727-3795

(403) 674-4744 (Fax)

## Fairview

10922 104th Avenue

Post Office Box 429

T0H 1L0

(403) 835-4020

(403) 835-4030 (Fax)

## Falher

Notre Dame College

Post Office Box 29

T0H 1M0

(403) 837-2333

(403) 837-3450 (Fax)

## Grande Prairie

10712 100th Street, Suite 102

T8V 3X8

(403) 532-4790

(403) 538-3575 (Fax)

## Hanna

Commercial Building

219 2nd Avenue West

Post Office Box 40

T0J 1P0

(403) 854-3612

(403) 854-4994 (Fax)

## Innisfail

4904 50th Street

T0M 1A0

(403) 227-6567

## Lacombe

Parkland Place, 2nd Floor

5033 52nd Street

Post Office Box 760

T0C 1S0

(403) 782-6678

(403) 782-3720 (Fax)

## Lethbridge

220 4th Street South, Suite 290

T1J 4J7

(403) 382-3137

(403) 382-3195 (Fax)

## Medicine Hat

378 1st Street South East

T1A 0A6

(403) 526-3747

(403) 527-9759 (Fax)

## Olds

5221 46th Street, Bay 5

Post Office Box 3310

T0M 1P0

(403) 556-8177

(403) 556-2490 (Fax)

## Oyen

Special Areas Building

T0J 2J0

(403) 664-3618

(403) 854-3612 (Fax)

## Peace River

10010 98th Street

Post Office Box 6449

T8S 1S3

(403) 624-2716

(403) 624-3332 (Fax)

## St Paul

4432 50th Avenue

Post Office Box 2859

T0A 3A0

(403) 645-3953

(403) 645-2848 (Fax)

## Smoky Lake

County Building

Post Office Box 310

T0A 3C0

(403) 656-3730

(403) 349-3202 (Fax)

**Farm Credit Corporation Canada***(continued)***ALBERTA** *(continued)***Stettler**

Federal Building  
 Corner of 50th Avenue and 51st Street  
 Post Office Box 1719  
 T0C 2L0  
 (403) 742-3165  
 (403) 742-1972 (Fax)

**Vegreville**

4925 50th Avenue, Suite 138  
 Post Office Box 340  
 T9C 1R3  
 (403) 632-2858  
 (403) 632-6760 (Fax)

**Vermilion**

5102 50th Avenue  
 Post Office Box 1408  
 T0B 4M0  
 (403) 853-5738  
 (403) 853-5562 (Fax)

**Wainwright**

Royal Bank Building  
 405 4th Avenue  
 Post Office Box 1208  
 T0B 4P0  
 (403) 842-3530  
 (403) 842-2910 (Fax)

**Westlock**

10004 107th Street  
 Post Office Box 370  
 T0G 2L0  
 (403) 349-3202  
 (403) 349-4910 (Fax)  
 Direct line to Edmonton:  
 (403) 421-0649

**Wetaskiwin**

Dykes Building, Suite 201  
 5108 50th Avenue  
 Post Office Box 6506  
 T9A 2G2  
 (403) 352-3636  
 (403) 352-2035 (Fax)

**BRITISH COLUMBIA****Abbotsford**

2760 Trethewey Street, Suite 206  
 V2T 3R1  
 (604) 859-7761  
 (604) 859-7739 (Fax)

**Dawson Creek**

1136 103rd Avenue, Suite 100  
 V1G 2G7  
 (604) 782-1346  
 (604) 782-2476 (Fax)

**Kelowna**

595 KLO Road, Suite 200  
 V1Y 8E7  
 (604) 861-6018  
 (604) 861-6031 (Fax)

**MANITOBA****Arborg**

Interlake Mall  
 Main Street South and Highway 68  
 Post Office Box 460  
 R0C 0A0  
 (204) 376-5291  
 (204) 376-5710 (Fax)

**Brandon**

Thomas Mall  
 724 18th Street  
 R7A 5B5  
 (204) 726-7595  
 (204) 726-7635 (Fax)

**Carman**

Dufferin Credit Union Building  
 7 1st Avenue South West  
 Post Office Box 697  
 R0G 0J0  
 (204) 745-6759  
 (204) 745-3768 (Fax)

**Dauphin**

Post Office Building, Suite 203  
 317 Main Street North  
 Post Office Box 160  
 R7N 2V1  
 (204) 638-6816  
 (204) 638-9407 (Fax)

**Killarney**

317 South Railway Street, Suite 1  
 Post Office Box 399  
 R0K 1G0  
 (204) 523-7551  
 (204) 523-7425 (Fax)

**Morden**

Market Building  
 108 8th Street  
 Post Office Box 998  
 R0G 1J0  
 (204) 822-4461  
 (204) 822-4512 (Fax)

**Neepawa**

41 Main Street West  
 Post Office Box 236  
 R0J 1H0  
 (204) 476-3427  
 (204) 476-5890 (Fax)

**Portage la Prairie**

Co-op Town and Country Mall  
 Highway 1A West  
 Post Office Box 1058  
 R1N 3C5  
 (204) 857-8729  
 (204) 239-6317 (Fax)

**Virden**

Virden Credit Union Building  
 Lower Level  
 291 Nelson Street West  
 Post Office Box 760  
 R0M 2C0  
 (204) 748-1306  
 (204) 748-3376 (Fax)

**Winnipeg****Regional Office**

5 Donald Street, Room 400  
 R3L 2T4  
 (204) 983-4039

**Winnipeg**

Newdale Plaza, Suite 202  
 2989 Pembina Highway  
 R3T 2H5  
 (204) 983-0121  
 (204) 983-3988 (Fax)

**NEW BRUNSWICK****Fredericton**

633 Queen Street  
 E3B 1C3  
 (506) 452-3965

**Grand Falls**

Federal Building  
 377 Broadway Street  
 Post Office Box 1890  
 E0J 1M0  
 (506) 473-3853  
 (506) 473-6848 (Fax)

**Moncton**

1133 St George Boulevard, Suite 230  
 E1E 4E1  
 (506) 851-6595  
 (506) 851-6613 (Fax)

**Sussex**

New Brunswick Milk Marketing  
 Board Building  
 Post Office Box 751  
 Roachville  
 E0E 1P0  
 (506) 432-9134  
 (506) 432-9130 (Fax)

**Woodstock**

CJCJ Radio Building, 2nd Floor  
 131 Queen Street  
 Post Office Box 1180  
 E0J 2B0  
 (506) 328-8427

**NEWFOUNDLAND****St John's**

Research Station  
 Brookfield Road  
 Post Office Box 7098  
 A1E 3Y3  
 (709) 772-4635

**NOVA SCOTIA****Kentville**

Kentville Agriculture Centre  
 Research Station  
 B4N 1J5  
 (902) 679-5333  
 (902) 679-2311 (Fax)





Truro  
640 Prince Street, Suite 201  
Post Office Box 1408  
B2N 5V2  
(902) 893-6867  
(902) 893-9851 (Fax)

## ONTARIO

Barrie  
231 Bayview Drive, Suite 103  
L4N 4Y5  
(705) 728-2235  
(705) 728-2494 (Fax)

Campbellford  
71 Front Street North  
Post Office Box 60  
K0L 1L0  
(705) 653-1760  
(705) 653-3326 (Fax)

Casselman  
710 Principale Street  
Post Office Box 115  
K0A 1M0  
(613) 764-1892  
(613) 764-1894 (Fax)

Chatham  
Rural Route 5  
405 Riverview Drive, Suite 203  
N7M 5J5  
(519) 352-1220  
(519) 352-3842 (Fax)

Essex  
39 Maidstone Avenue East  
N8M 2J3  
(519) 776-4219  
(519) 776-6890 (Fax)

Goderich  
50 South Street  
N7A 3L5  
(519) 524-5366  
(519) 524-1522 (Fax)

Guelph  
450 Speedvale Avenue West,  
Unit 201  
N1H 7G7  
(519) 824-6360  
(519) 821-7083 (Fax)

Kingston  
Frontenac Mall  
300 Bath Road, Suite 2  
K7M 4X4  
(613) 545-8357  
(613) 546-4576 (Fax)

Lambeth  
4333 Colonel Talbot Road South  
Post Office Box 668  
N0L 1S0  
(519) 652-3259  
(519) 652-0516 (Fax)

Lindsay  
152 Elgin Street  
K9V 3W9  
(705) 324-5773  
(705) 324-6653 (Fax)

Listowel  
242 Inkerman Street East  
Post Office Box 39  
N4W 3H2  
(519) 291-3450  
(519) 291-4117 (Fax)

New Liskeard  
324 Whitewood Avenue East  
Post Office Box 458  
P0J 1P0  
(705) 647-6050  
(705) 647-7149 (Fax)

North Bay  
593 Main Street East, Suite 5  
P1B 1B7  
(705) 474-4240  
(705) 474-0860 (Fax)

Ottawa  
**District Office**  
120 Robertson Road, Suite 209  
Nepean  
K2H 5Z1  
(613) 995-1291  
(613) 996-1737 (Fax)

Owen Sound  
Federal Building  
901 3rd Avenue East, Suite 203  
N4K 2K7  
(519) 376-6338  
(519) 376-8968 (Fax)

Simcoe  
65 Queensway Drive East  
N3Y 4M5  
(519) 426-3312  
(519) 426-5106 (Fax)

Stratford  
Jenny Trout Centre, Suite 104  
342 Erie Street  
N5A 2N4  
(519) 271-0460  
(519) 271-4053 (Fax)

Vineland Station  
Inspection Services Building  
4890 Victoria Avenue North  
Post Office Box 9000  
L0R 2E0  
(416) 562-7355  
(416) 562-3839 (Fax)

Walkerton  
1315 Yonge Street  
Post Office Box 428  
N0G 2V0  
(519) 881-1490  
(519) 881-3494 (Fax)

Woodstock  
Courtview Building  
69 Light Street  
Post Office Box 455  
N4S 7Y5  
(519) 539-9839  
(519) 539-3459 (Fax)

Wyoming  
Rural Route 1  
Reece's Corners  
N0N 1T0  
(519) 845-3309  
(519) 845-0651 (Fax)

## PRINCE EDWARD ISLAND

Charlottetown  
281 University Avenue, 2nd Floor  
C1A 4M3  
(902) 566-7067  
(902) 566-7805 (Fax)

Summerside  
216 Water Street  
Post Office Box 160  
C1N 4Y8  
(902) 436-6951  
(902) 436-1363 (Fax)

## QUEBEC

Alma  
Jacques Gagnon Complex  
100 St Joseph Street South,  
Suite 206  
G8B 7A6  
(418) 668-2411

Drummondville  
Terrasse Saint Frédéric, Room 345  
235 Hériot Street  
J2C 6X5  
(819) 478-2561

Gatineau  
Picadilly Square  
174 Gréber Boulevard, Suite 204  
J8T 6Z5  
(819) 243-8393

Granby  
391 Principale Street, Room 109  
J2G 2W7  
(514) 378-4050

Joliette  
216 Beaudry Street North  
J6E 6A6  
(514) 753-7855

Quebec  
Commercial Centre  
Des Quatre-Bourgeois Place,  
2nd Floor  
999 De Bourgogne Street  
Sainte-Foy  
G1W 4S6  
(418) 648-5133  
(418) 648-4286 (Fax)

**Farm Credit Corporation Canada***(continued)***QUEBEC** *(continued)***Rimouski**

320 St Germain Street East,  
Suite 700  
G5L 1C2  
(418) 722-3068

**Roberval**

Multipro Building, Room 116  
962 Paradis Street  
G8H 2K1  
(418) 275-0822

**Rock-Forest**

4300 Bourque Boulevard, Room 203  
J1N 1E6  
(819) 564-5512  
(819) 564-5514 (Fax)

**Saint-Georges**

1275 6th Avenue West, 2nd Floor  
Suite A  
Saint-Georges-Ouest  
G5Y 3V4  
(418) 228-2073

**Saint-Hyacinthe**

Galeries Saint-Hyacinthe  
1050 Casavant Boulevard West,  
Room 2003  
J2S 8B9  
(514) 773-2519  
(514) 773-0356 (Fax)

**Saint-Jean-sur-Richelieu**

Le Bougainvillier Building, Suite 225  
315 MacDonald Street  
J3B 8J3  
(514) 348-3849

**Saint-Jérôme**

249A Des Laurentides Boulevard  
Saint-Antoine-des-Laurentides  
J7Z 4L6  
(514) 438-2119

**Trois-Rivières**

Jean XXIII Place  
5365 Jean XXIII Boulevard, Suite 210  
G8Z 4A6  
(819) 374-2418

**Valleyfield**

87 Ste Cécile Street  
J6T 1L9  
(514) 371-1772

**Victoriaville**

702 Bois Francs Boulevard South  
Arthabaska  
G6P 5W6  
(819) 357-9294

**SASKATCHEWAN****Assiniboia**

131 3rd Avenue West  
Post Office Box 1060  
S0H 0B0  
(306) 642-5282  
(306) 642-4676 (Fax)

**Carlyle**

205 Main Street  
Post Office Box 430  
S0C 0R0  
(306) 453-2595  
(306) 453-2299 (Fax)

**Humboldt**

640 10th Street  
Post Office Box 937  
S0K 2A0  
(306) 682-3902  
(306) 682-4383 (Fax)

**Kindersley**

125 1st Avenue East  
Post Office Box 310  
S0L 1S0  
(306) 463-5320  
(306) 463-3435 (Fax)

**Meadow Lake**

201 2nd Street West  
S0M 1V0  
(306) 236-5850

**Moose Jaw**

15 Thatcher Drive East  
Post Office Box 1690  
S6H 7K7  
(306) 693-4077  
(306) 692-2202 (Fax)

**North Battleford**

1301 101st Street, Room 201  
S9A 0Z9  
(306) 446-1700

**Prince Albert**

118 11th Street East, Suite 200  
S6V 1A1  
(306) 953-8562  
(306) 953-8575 (Fax)

**Regina****Head Office**

1800 Hamilton Street  
Post Office Box 4320  
S4P 4L3  
(306) 780-8100

**Regina****Regional Office**

2404 Saskatchewan Drive, Suite 110  
S4P 4H9  
(306) 780-5610

**Regina**

4303 Albert Street, Suite 303  
S4S 3R6  
(306) 780-5616

**Rosetown**

615 Highway 4 North  
S0L 2V0  
(306) 882-2231  
(306) 882-3066 (Fax)

**Saskatoon**

2100 8th Street East, Suite 301  
S7H 0V1  
(306) 975-4248  
(306) 975-4864 (Fax)

**Swift Current**

Hillsdale Plaza, Suite 6  
1061 Central Avenue North  
S9H 4Y9  
(306) 773-2991  
(306) 778-3695 (Fax)

**Tisdale**

803 100th Street  
Post Office Box 820  
S0E 1T0  
(306) 873-4511  
(306) 873-5457 (Fax)

**Weyburn**

CIBC Building  
76 3rd Street North East, Suite 200  
Post Office Box 1177  
S4H 2L5  
(306) 842-3559  
(306) 842-3951 (Fax)

**Wynyard**

119 1st Street East  
Post Office Box 249  
S0A 4T0  
(306) 554-2344  
(306) 554-3144 (Fax)

**Yorkton**

Broadcast Place, 2nd Floor  
120 Smith Street East  
S3N 3V3  
(306) 783-9431  
(306) 786-7610 (Fax)

---

**Federal Court of Canada (FCTC)**

---

**ALBERTA****Calgary****Local Office**

635 8th Avenue South West,  
3rd Floor  
T2P 3M3  
(403) 292-5920

**Edmonton****Local Office**

Scotia Place, Tower I, Suite 530  
10060 Jasper Avenue  
Post Office Box 51  
T5J 3R8  
(403) 495-4651



**BRITISH COLUMBIA**

Vancouver  
**Local Office**  
 Pacific Centre  
 700 West Georgia Street  
 Post Office Box 10065  
 V7Y 1B6  
 (604) 666-3232

**MANITOBA**

Winnipeg  
**Local Office**  
 Imperial Broadway Tower, 4th Floor  
 363 Broadway  
 R3C 3N9  
 (204) 983-2509

**NEW BRUNSWICK**

Fredericton  
**Local Office**  
 Westmorland Place  
 82 Westmorland Street  
 E3B 3L3  
 (506) 452-3016

Saint John  
**Local Office**  
 Provincial Building, Room 413  
 110 Charlotte Street  
 E2L 2J4  
 (506) 636-4990

**NEWFOUNDLAND**

St John's  
**Local Office**  
 Court House  
 Duckworth Street  
 Post Office Box 937  
 A1C 5M3  
 (709) 772-2884

**NORTHWEST TERRITORIES**

Yellowknife  
**Local Office**  
 Court House  
 4905 49th Street  
 Post Office Box 1320  
 X1A 2L9  
 (403) 873-2044

**NOVA SCOTIA**

Halifax  
**Local Office**  
 Halifax Ferry Terminal  
 5077 George Street  
 B3J 1M3  
 (902) 426-3282

**ONTARIO**

Ottawa  
**Principal Office**  
 Supreme Court of Canada Building  
 Corner of Kent and Wellington  
 Streets  
 K1A 0H9  
 (613) 995-6719

**Toronto**

**Local Office**  
 Canada Life Building, 8th Floor  
 330 University Avenue  
 M5G 1R7  
 (416) 973-3356

**PRINCE EDWARD ISLAND**

Charlottetown  
**Local Office**  
 Sir Louis Henry Davies Law Courts  
 42 Water Street  
 Post Office Box 2200  
 C1A 8B9  
 (902) 368-0179

**QUEBEC**

Montreal  
**Local Office**  
 Court House, 11th Floor  
 1 Notre Dame Street East  
 H2Y 1B6  
 (514) 283-4820

**Quebec**

**Local Office**  
 Court House  
 300 Jean Lesage Boulevard,  
 Room 500A  
 G1K 8K6  
 (418) 648-4920

**SASKATCHEWAN**

Regina  
**Local Office**  
 Court House  
 2425 Victoria Avenue  
 S4P 3V7  
 (306) 780-5268

Saskatoon  
**Local Office**  
 Court House  
 520 Spadina Crescent East  
 S7K 2H6  
 (306) 975-4509  
 (306) 975-4818 (Fax)

**YUKON**

Whitehorse  
**Local Office**  
 Andrew A Phillipsen Law Centre  
 2134 2nd Avenue  
 Y1A 5H6  
 (403) 667-5441

---

**Federal Environmental  
 Assessment Review Office  
 (FEARO)**


---

**QUEBEC**

Hull  
 Fontaine Building, 14th Floor  
 200 Sacré Coeur Boulevard  
 Mail: Ottawa, Ontario K1A 0H3  
 (819) 997-1000

---

**Freshwater Fish Marketing  
 Corporation (FFMC)**


---

**ALBERTA**

Edmonton  
 8542 126th Avenue  
 T5B 1G9  
 (403) 495-5103  
 (403) 495-5384 (Fax)

**MANITOBA**

The Pas  
 68 Larose Avenue  
 Post Office Box 449  
 R9A 1K5  
 (204) 623-7468

Winnipeg  
**Head Office**  
 1199 Plessis Road  
 R2C 3L4  
 (204) 983-6600  
 (204) 983-6497 (Fax)

---

**Finance Canada, Department of  
 (FIN)**


---

**ONTARIO**

Ottawa  
**Head Office**  
 L'Esplanade Laurier, East Tower  
 140 O'Connor Street  
 K1A 0G5  
 (613) 992-1573

---

**Federal Judicial Affairs, Office of  
 the Commissioner for (FJA)**


---

**ONTARIO**

Ottawa  
 110 O'Connor Street, 11th Floor  
 K1A 1E3  
 (613) 992-3107

---

**Forestry Canada (FORC)**


---

**ALBERTA**

Edmonton  
**Northwest Region**  
 Northern Forestry Centre  
 5320 122nd Street  
 T6H 3S5  
 (403) 435-7210

**BRITISH COLUMBIA**

Prince George  
**District Office**  
 Rural Route 8  
 Site 25, Compartment 10  
 V2N 4M6  
 (604) 963-8631  
 (604) 565-7646 (Fax)

**Forestry Canada (continued)**  
**BRITISH COLUMBIA (continued)**

Victoria

**Pacific and Yukon Region**
 506 West Burnside Road  
 V8Z 1M5  
 (604) 363-0600
**MANITOBA**

Winnipeg

**District Office**
 180 Main Street, Room 200  
 R3C 1A6  
 (204) 983-7001
**NEW BRUNSWICK**

Fredericton

**Maritimes Region**
 Regent Street South  
 Post Office Box 4000  
 E3B 5P7  
 (506) 452-3500  
 Acadia Forest Experimental Station:  
 (506) 472-6928
**NEWFOUNDLAND**

St John's

**Newfoundland and Labrador Region**
 Building 304  
 Post Office Box 6028  
 Pleasantville  
 A1C 5X8  
 (709) 772-6019  
 (709) 772-2576 (Fax)
**NOVA SCOTIA**

Truro

**District Office**
 664 Prince Street, Room 219  
 Post Office Box 667  
 B2N 5E5  
 (902) 893-0098
**ONTARIO**

Chalk River

**Petawawa National Forestry Institute**
 Post Office Box 2000  
 K0J 1J0  
 (613) 589-2880

Sault Ste Marie

**Ontario Region**
 Forest Pest Management Institute  
 Great Lakes Forestry Centre  
 1219 Queen Street East  
 Post Office Box 490  
 P6A 5M7  
 (705) 949-9461  
 (705) 759-5700 (Fax)
**PRINCE EDWARD ISLAND**

Charlottetown

**District Office**
 Upton Road  
 West Royalty Industrial Park  
 C1E 1B0  
 (902) 566-7061
**QUEBEC**

Hull

**Headquarters**
 Place Vincent Massey  
 351 Saint Joseph Boulevard  
 Mail: Ottawa, Ontario K1A 1G5  
 (819) 997-1107

Quebec

**Quebec Region**
 1055 Du P.E.P.S. Street  
 Post Office Box 3800  
 Sainte-Foy  
 G1V 4C7  
 (418) 648-5850

Rimouski

**District Office**
 212 Belzile Street  
 G5L 3C3  
 (418) 722-3144

Val-d'Or

**District Office**
 680 3rd Avenue  
 J9P 1S5  
 (819) 825-2622
**SASKATCHEWAN**

Prince Albert

**District Office**
 1288 Central Avenue  
 S6V 4V8  
 (306) 953-8544

---

**Federal-Provincial Relations Office (FPRO)**


---

**ONTARIO**

Ottawa

 59 Sparks Street, Room 309  
 Postal Station B  
 K1A 0A3  
 (613) 957-5300

---

**Governor General (GG)**


---

**ONTARIO**

Ottawa

 Government House  
 1 Sussex Drive  
 K1A 0A1  
 (613) 993-8200
**House of Commons (HC)****ONTARIO**

Ottawa

 Wellington Street  
 K1A 0A6  
 (613) 992-4793

---

**Health and Welfare Canada (HWC)**


---

**ALBERTA**

Calgary

**District Office**
 220 4th Avenue South East  
 T2G 4X3  
 Health Protection Branch:  
 (403) 292-4650  
 Income Security Programs:  
 (403) 292-5559  
 (403) 292-5877 (service in French)

Edmonton

 Canada Place  
 9700 Jasper Avenue  
 T5J 4C3  
 (403) 495-2651
**Cost Shared Programs****Directorate:**

(403) 495-5101

**Health Protection Branch:**

(403) 495-2626

**Medical Services Branch**
 Occupational and Environmental  
 Health Services:  
 (403) 495-6695  
 (403) 495-2177 (Fax)

Edmonton

**Income Security Programs**
 Canada Place, Suite 155  
 9700 Jasper Avenue  
 T5J 4C2  
 (403) 420-2630  
 (403) 420-2735 (service in French)

Lethbridge

**Income Security Programs**
 Deveta Place, Room 100  
 410 Stafford Drive South  
 T1J 2L2  
 (403) 382-3125

Red Deer

**Income Security Programs**
 5233 49th Avenue  
 T4N 6G5  
 (403) 340-4222
**BRITISH COLUMBIA**

Abbotsford

**Income Security Programs**
 32560 Simon Avenue, Room 102  
 Clearbrook  
 V2T 5L7  
 (604) 854-2431





- Chilliwack**  
**Income Security Programs**  
 9300 Nowell Street, Room 104  
 V2P 2M7  
 (604) 792-4121
- Kamloops**  
**Income Security Programs**  
 225 Seymour Street  
 V2C 2E7  
 (604) 372-0731
- Kelowna**  
**Income Security Programs**  
 1475 Ellis Street, Room 101  
 V1Y 2A3  
 (604) 861-6053
- New Westminster**  
**Income Security Programs**  
 625 Belmont Street  
 V3M 5Z8  
 (604) 666-8019
- Penticton**  
**Income Security Programs**  
 246 Martin Street, Room 105  
 V2A 5K3  
 (604) 492-0722
- Prince George**  
**Income Security Programs**  
 Oxford Building, Room 317  
 280 Victoria Street  
 V2L 4X3  
 (604) 561-5194
- Vancouver**  
**Regional Office**  
 757 West Hastings Street  
 V6C 3E7  
 (604) 666-2083  
 Medical Services Branch  
 Occupational and Environmental  
 Health Services:  
 (604) 666-7310
- Vancouver**  
**Health Protection Branch**  
 Western Regional Office  
 3155 Willingdon Green  
 Burnaby  
 V5G 4P2  
 (604) 666-3350
- Vancouver**  
**Health Services and Promotion Branch**  
 Health Promotion Directorate  
 Pacific Regional Office  
 750 Cambie Street, 4th Floor  
 V6B 4V5  
 (604) 666-6061
- Vancouver**  
**Income Security Programs**  
 712 West Hastings Street  
 V6C 1A3  
 (604) 666-3040
- Vancouver**  
**Income Security Programs**  
 5625 Imperial Street, Room 101  
 Burnaby  
 V5J 1E9  
 (604) 666-3040
- Vancouver**  
**Income Security Programs**  
 260 West Esplanade Avenue,  
 Room 113  
 North Vancouver  
 V7M 3G7  
 (604) 666-3040
- Vancouver**  
**Social Service Programs Branch**  
 New Horizons  
 Regional Office  
 2150 West Broadway, Suite 308  
 V6K 4L9  
 (604) 666-2729
- Victoria**  
 Custom House  
 816 Government Street  
 V8W 1W9  
**Health Protection Branch:**  
 (604) 363-3166  
**Social Services Program Branch:**  
 (604) 363-3223
- Victoria**  
**Income Security Programs**  
 Federal Building, Room 102  
 1230 Government Street  
 V8W 3M4  
 (604) 386-5355
- MANITOBA**
- Brandon**  
 Federal Building, Room 221  
 153 11th Street  
 R7A 4J5  
**Health Protection Branch:**  
 (204) 726-7565  
 (204) 726-7625 (Fax)  
**Income Security Programs:**  
 (204) 726-7560  
 (204) 726-7679 (Fax)
- Winnipeg**  
**Regional Office**  
 Eaton Place  
 330 Graham Avenue  
 R3C 4C8  
 (204) 983-2508  
 Income Security Programs:  
 (204) 983-3640  
 (204) 983-5611 (service in French)  
 Social Service Programs Branch  
 New Horizons:  
 (204) 983-2833
- Winnipeg**  
**Health Protection Branch**  
 Central Regional Office  
 510 Lagimodière Boulevard  
 R2J 3Y1  
 Information:  
 (204) 983-5490  
 (204) 983-5493
- Winnipeg**  
**Health Services and Promotion Branch**  
 Health Promotion Directorate  
 Prairie Regional Office  
 213 Notre Dame Avenue, Room 900  
 R3B 1N3  
 (204) 983-2833  
 (Collect calls accepted)
- Winnipeg**  
**Social Service Programs Branch**  
 Cost Shared Programs Directorate  
 344 Edmonton Street, Room L20  
 R3B 2L4  
 (204) 983-6178
- NEW BRUNSWICK**
- Bathurst**  
**Income Security Programs**  
 163 Main Street  
 E2A 1A6  
 (506) 548-7486
- Bathurst**  
**Medical Services Branch**  
 120 Harbourview Boulevard  
 Post Office Box 6000  
 E2A 4S9  
 (506) 548-7171
- Chatham**  
 Federal Building, 2nd Floor  
 173 Duke Street  
 Post Office Box 207  
 E1N 3A6  
**Income Security Programs:**  
 (506) 773-9491  
**Medical Services Branch**  
 Indian Health Services  
 Community Health Nurse and Dental  
 Therapist:  
 (506) 773-4093  
 Environmental Health Officer:  
 (506) 773-4340
- Edmundston**  
**Income Security Programs**  
 121 De l'Église Street, Suite 301  
 E3V 1J9  
 (506) 735-8431
- Fredericton**  
**Income Security Programs**  
 Federal Building  
 633 Queen Street  
 Post Office Box 250  
 E3B 4Z6  
 (506) 452-3300

**Health and Welfare Canada**

(continued)

**NEW BRUNSWICK (continued)**

Fredericton

**Social Service Programs Branch**

Cost Shared Programs Directorate  
c/o Department of Income Assistance  
Carleton Place, 6th Floor  
520 King Street  
Post Office Box 6000  
E3B 5H1  
(506) 452-3344

Moncton

Terminal Plaza Building, 3rd Floor  
1222 Main Street  
E1C 1H6

**Income Security Programs:**

(506) 851-7000

**Social Service Programs Branch**

New Horizons:  
(506) 851-7007

Moncton

**Medical Services Branch**

Heritage Court, Room 419  
95 Foundry Street  
E1C 5H7  
(506) 851-7005

Saint John

**District Office**

New Customs Building  
189 Prince William Street, 5th Floor  
E2L 2B9  
Health Protection Branch:  
(506) 636-4860  
Medical Services Branch:  
(506) 636-4862

Saint John

**Income Security Programs**

Hilyard Place  
Building A, Suite 150  
560 Main Street  
E2K 1J5  
(506) 636-4527

**NEWFOUNDLAND**

Corner Brook

**Income Security Programs**

Herald Towers, Suite 301  
A2H 4B4  
(709) 637-4366

St John's

Sir Humphrey Gilbert Building  
165 Duckworth Street  
Post Office Box 9430  
A1A 2Y5

**Health Protection Branch:**

(709) 772-5536

**Social Service Programs Branch**

New Horizons:  
(709) 772-4615

St John's

**Income Security Programs**

Regional Office  
310 Pleasantville Avenue  
Post Office Box 9430  
A1A 2Y5  
(709) 772-5501

St John's

**Social Service Programs Branch**

Cost Shared Programs Directorate  
c/o Department of Social Services  
Confederation Building Annex,  
3rd Floor  
Post Office Box 8700  
A1B 4J6  
(709) 729-3606

**NOVA SCOTIA**

Antigonish

**Income Security Programs**

Antigonish Mall  
133 Church Street  
B2G 2E3  
(902) 863-3540

Dartmouth

**Health Protection Branch**

Atlantic Regional Office  
1992 Bassin Street  
Post Office Box 1060  
B3B 1Y9  
Regional Office:  
(902) 426-2160  
District Office:  
(902) 426-5774

Halifax

**Regional Office**

Brewery South Arch  
1496 Lower Water Street  
B3J 1R9  
(902) 426-2038

Halifax

**Health Services and Promotion Branch**

Health Promotion Directorate  
Atlantic Regional Office  
Duke Tower, Suite 1110  
5251 Duke Street  
B3J 1P4  
(902) 426-2700

Halifax

**Income Security Programs**

West End Mall, Suite 111  
6960 Mumford Road  
B3L 4P1  
(902) 426-3711  
(902) 426-1882 (service in French)

Halifax

**Medical Services Branch**

Occupational and Environmental  
Health Services  
3129 Kempt Road  
B3K 5N6  
(902) 426-5023

Halifax

**Social Service Programs Branch**

Cost Shared Programs Directorate  
5657 Spring Garden Road, Suite 405  
Post Office Box 117  
B3J 3R4  
(902) 426-4891

Halifax

**Social Service Programs Branch**

New Horizons  
Regional Office  
Halifax Insurance Building, Suite 405  
5670 Spring Garden Road  
B3J 1H6  
(902) 426-2741

Port Hawkesbury

**Medical Services Branch**

Indian Health Service  
Can Plan Building  
301 Pitt Street  
Post Office Box 869  
B0E 2V0  
(902) 625-2170

Sydney

**Income Security Programs**

196 George Street  
B1P 1J3  
(902) 564-7350

Truro

**Income Security Programs**

Truro Centre  
14 Esplanade Street  
B2N 2K3  
(902) 895-4335

**ONTARIO**

Barrie

**Income Security Programs**

20 Anne Street South, Suite 14  
L4N 2C6  
(705) 726-6901

Chatham

**Income Security Programs**

Judy LaMarsh Building  
65 William Street South  
Post Office Box 2020  
N7M 6B2  
(519) 436-3000

Hamilton

National Revenue Building  
150 Main Street West, 5th Floor  
L8P 1H8

**Health Protection Branch:**

(416) 572-2568

**Social Service Programs Branch**

New Horizons:  
(416) 572-2559





## Hamilton

**Income Security Programs**

Jackson Square  
3rd Level, Cinema Complex  
2 King Street West  
L8P 1A1  
(416) 572-2292

## Kingston

**Income Security Programs**

472 Division Street  
K7K 4B1  
(613) 545-8512

## Kitchener

Government of Canada Building  
15 Duke Street East  
N2H 1A2  
**Income Security Programs:**  
1-800-265-9480  
**Social Service Programs Branch**  
New Horizons:  
(519) 742-5866

## London

**Health Protection Branch**

451 Talbot Street, Room 201  
N6A 5C9  
(519) 645-4125  
Recorded message (Windsor):  
(519) 252-5766

## London

**Income Security Programs**

457 Richmond Street, Room 101  
N6A 3E3  
1-800-265-9480

## Mississauga

**Income Security Programs**

Erindale Business Centre, Suite 112  
1140 Burnhamthorpe Road West  
L5C 4E9  
(416) 296-0311

## North Bay

**Income Security Programs**

Canada Place, Suite 101  
107 Sheriff Avenue  
P1B 7K8  
(705) 495-0523

## Oshawa

**Income Security Programs**

Oshawa Centre  
Executive Tower, Suite 203  
419 King Street West  
L1J 2K5  
1-800-387-5280

## Ottawa

**Headquarters**

Jeanne Mance Building  
Tunney's Pasture  
K1A 0K9  
(613) 957-2991

## Ottawa

**Health Protection Branch**

Head Office  
Health Protection Building  
Tunney's Pasture  
K1A 0L2  
(613) 957-2991

## Ottawa

**Health Protection Branch**

Bureau of Dangerous Drugs  
Jackson Building, 3rd Floor  
122 Bank Street  
K1A 1B9  
(613) 954-6522

## Ottawa

**Health Protection Branch**

Federal Centre for AIDS  
301 Elgin Street, 2nd Floor  
K1A 0L2  
(613) 957-1772

## Ottawa

**Health Protection Branch**

Food and Drug Inspection  
District Office  
700 Industrial Avenue  
K1G 0Y9  
(613) 954-6807

## Ottawa

**Income Security Programs**

240 Sparks Street, Level C-3  
K1A 0K9  
(613) 990-1500

## Ottawa

**Medical Services Branch**

Occupational and Environmental  
Health Services  
Bonaventure Building  
301 Elgin Street  
K1A 0L3  
(613) 954-6541

## Ottawa

**Social Service Programs Branch**

Head Office  
Finance Building  
Tunney's Pasture  
K1A 1B5  
(613) 957-2952  
New Horizons:  
(613) 957-2880

## Owen Sound

**Social Service Programs Branch**

New Horizons  
901 3rd Avenue East  
N4K 1P1  
(519) 376-5551 (recorded message)

## Peterborough

**Income Security Programs**

Jackson Square Building, Suite 100  
185 King Street  
Post Office Box 845  
K9J 7A2  
(705) 743-6500

## St Catharines

**Income Security Programs**

12 Tremont Drive  
L2T 3B2  
(416) 684-6506

## Sarnia

**Income Security Programs**

100 Front Street South  
N7T 2M4  
1-800-265-9480

## Sault Ste Marie

**Income Security Programs**

369 Queen Street East, Main Floor  
P6A 1Z4  
(705) 759-4512

## Sudbury

**Income Security Programs**

Federal Building, Room 100  
19 Lisgar Street South  
P3E 3L4  
(705) 671-0625

## Thunder Bay

**Income Security Programs**

244 Lincoln Street  
P7B 5L2  
(807) 344-9131

## Timmins

**Income Security Programs**

70 Cedar Street South  
Post Office Box 2013  
P4N 8C8  
(705) 264-9537

## Toronto

**Regional Office**

350 Bay Street, 4th Floor  
M5H 2S6  
(416) 973-4389

## Toronto

**Health Protection Branch**

Ontario Regional Office  
2301 Midland Avenue  
Scarborough  
M1P 4R7  
(416) 973-1600

## Toronto

**Health Services and Promotion Branch**

Health Promotion Directorate  
Ontario Regional Office  
2221 Yonge Street, Suite 605  
M4S 2B4  
(416) 973-6485  
(416) 973-6484 (recorded message)

## Toronto

**Income Security Programs**

Regional Office  
200 Town Centre Court  
Post Office Box 5100, Station D  
Scarborough  
M1R 5C8  
(416) 954-6800

**Health and Welfare Canada***(continued)***ONTARIO** *(continued)*

Toronto

**Income Security Programs**

2100 Bloor Street West

M6S 1M7

(416) 296-0311

Toronto

**Income Security Programs**

Federal Building, Level 1

4900 Yonge Street

Willowdale

M2N 5N4

(416) 296-0311

Toronto

**Social Service Programs Branch**

Cost Shared Programs Directorate

350 Bay Street, 4th Floor

M5H 3Z6

(416) 954-3726

Toronto

**Social Service Programs Branch**

New Horizons

Regional Office

2300 Yonge Street, Room 1104

M4P 1E4

(416) 973-1999

Windsor

185 Ouellette Avenue, 2nd Floor

N9A 4H7

**Income Security Programs:**

1-800-265-9480

**Social Service Programs Branch**

New Horizons:

(519) 253-9753

**PRINCE EDWARD ISLAND**

Charlottetown

Kelly Building, Suite 101

3 Harbourside Road

Post Office Box 1238

C1A 7M9

**Income Security Programs:**

(902) 566-7850

**Social Service Programs Branch**

New Horizons:

(902) 566-7857

Charlottetown

**Health Protection Branch**

Kelly Building, Suite 101

3 Harbourside Service Road

C1A 8R4

(902) 566-7871

(902) 566-7759 (Fax)

Charlottetown

**Medical Services Branch**

Daniel J MacDonald Building

161 Grafton Street

Post Office Box 7700

C1A 8M9

(902) 566-8987

Charlottetown

**Social Service Programs Branch**

New Horizons

Kelly Building, Room 101

3 Harbourside Road

Post Office Box 1238

C1A 7M9

(902) 566-7857

**QUEBEC**

Chicoutimi

**Income Security Programs**

100 Lafontaine Street, Room 101

G7H 6X2

(418) 698-5522

Drummondville

**Income Security Programs**

Surprenant Building, Room 105

400 St Georges Street

J2C 4H4

(819) 478-4611

Gatineau

**Income Security Programs**

Promenades de l'Outaouais

1100 Maloney Boulevard West

J8T 6G3

(819) 994-1004

Laval

**Income Security Programs**

General Trust Building, Suite 175

2525 Daniel Johnson Boulevard

H7T 1S9

(514) 687-1324

Longueuil

**Health Protection Branch**

Regional Office

1001 St Laurent Street West

J4K 1C7

(514) 646-1353

Longueuil

**Income Security Programs**

Port de Mer Building, Suite 217

101 Charles Lemoyne Place

J4K 4Z1

(514) 283-5750

Montreal

**Regional Office**

Guy Favreau Complex

East Tower

200 René Lévesque Boulevard West

H2Z 1X4

(514) 283-2306

Health Services and Promotion

Branch

Health Promotion Directorate:

(514) 283-4587

Income Security Programs:

(514) 283-5750

Occupational and Environmental

Health Services:

(514) 283-2463

(514) 283-4677

Social Service Programs Branch

New Horizons:

(514) 283-7306

Montreal

**Income Security Programs**

4660 Jarry Street East

Saint-Léonard

H1R 1X3

(514) 283-5750

Montreal

**Income Security Programs**

442 De l'Église Avenue

Verdun

H4G 2M4

(514) 283-5750

Quebec

**Health Protection Branch**

Champlain Harbour Station,

Room 267

901 Cap Diamant Street

G1K 4K1

(418) 648-3670

Quebec

**Income Security Programs**

330 De la Gare du Palais Street

Post Office Box 1816

G1K 7L5

(418) 648-3332

Quebec

**Social Service Programs Branch**

Cost Shared Programs Directorate

Samuel Holland Park

Building 5, Suite 166

850 Ernest Gagnon Avenue

G1S 4S2

(418) 649-8132

Quebec

**Social Service Programs Branch**

New Horizons

330 De la Gare du Palais Street,

7th Floor

G1K 2X2

(418) 648-4314





Rimouski  
**Income Security Programs**  
 189 Cathédrale Avenue  
 G5L 5J1  
 (418) 722-3025

Sept-Îles  
**Income Security Programs**  
 Federal Building  
 402 Brochu Avenue  
 G4R 2W8  
 (418) 962-7116

Sherbrooke  
**Health Protection Branch**  
 50, Place de la Cité, Room 319  
 Post Office Box 1120  
 J1H 5L5  
 (819) 564-5550

Sherbrooke  
**Income Security Programs**  
 Jacques Cartier Place  
 30 Marchant Street  
 J1J 3E3  
 (819) 564-5545

Trois-Rivières  
**Income Security Programs**  
 55 Des Forges Street, Room 013  
 G9A 6A9  
 (819) 371-5242

Val-d'Or  
**Income Security Programs**  
 1500 Sullivan Road  
 J9P 1M1  
 (819) 825-2867

#### SASKATCHEWAN

Regina  
 Federal Building  
 1975 Scarth Street  
 S4P 3K4  
**Income Security Programs:**  
 (306) 780-5631  
**Social Service Programs Branch**  
 Cost Shared Programs Directorate:  
 (306) 780-7716  
 New Horizons:  
 (306) 780-5356

Regina  
**Health Protection Branch**  
 1975 Scarth Street, Room 310  
 S4P 2H1  
 (306) 780-5407

Saskatoon  
**Health Protection Branch**  
 Federal Building, Room 412  
 101 22nd Street East  
 S7K 0E1  
 (306) 975-4502  
 (306) 975-6040 (Fax)

Saskatoon  
**Income Security Programs**  
 107 4th Avenue South  
 S7K 5X2  
 (306) 975-4222

#### Information Commissioner of Canada (ICC)

##### ONTARIO

Ottawa  
 Place de Ville  
 Tower B, 3rd Floor  
 112 Kent Street  
 K1A 1H3  
 (613) 995-2410

#### International Development Research Centre (IDRC)

##### ONTARIO

Ottawa  
**Head Office**  
 250 Albert Street  
 Post Office Box 8500  
 K1G 3H9  
 (613) 236-6163

#### International Joint Commission (IJC)

##### ONTARIO

Ottawa  
**Canadian Section**  
 Berger Building, 18th Floor  
 100 Metcalfe Street  
 K1P 5M1  
 (613) 995-2984

Windsor  
**Great Lakes Regional Office**  
 100 Ouellette Avenue, 8th Floor  
 N9A 6T3  
 Calls from within Canada:  
 (519) 256-7821  
 Calls from within the USA:  
 (313) 226-2170

#### Indian and Northern Affairs Canada (INAC)

##### ALBERTA

Calgary  
**District Office**  
 Harry Hays Building, Room 476  
 220 4th Avenue South East  
 Post Office Box 2559, Station M  
 T2P 3K3  
 (403) 292-5901

Calgary  
**Indian Oil and Gas Canada**  
 Harry Hays Building, Room 654  
 220 4th Avenue South East  
 T2G 4X3  
 (403) 292-5625

Edmonton  
**Alberta Regional Office**  
 Canada Place, 6th Floor  
 9700 Jasper Avenue  
 T5J 4G2  
 (403) 495-2773  
 Social Development Division:  
 (403) 495-2882

##### BRITISH COLUMBIA

Nanaimo  
**Field Office**  
 Federal Building, Room 401  
 60 Front Street  
 V9R 5H7  
 (604) 754-0355

Prince George  
**Field Office**  
 Oxford Building, Room 209  
 280 Victoria Street  
 V2L 4X3  
 (604) 561-5121

Vancouver  
**British Columbia Regional Office**  
 1550 Alberni Street  
 V6G 3C5  
 (604) 666-5121  
 Coast Interior District Office:  
 (604) 666-9929  
 Field Office:  
 (604) 666-5056  
 Specific Claims:  
 (604) 666-8711

Vancouver  
**Comprehensive Claims Branch**  
 650 West Georgia Street, 27th Floor  
 Post Office Box 11576  
 V6B 4N8  
 (604) 666-6669

##### MANITOBA

Thompson  
**Advisory Centre**  
 83 Churchill Drive, Suite 306  
 R8N 0L6  
 (204) 694-2632

Winnipeg  
**Manitoba Regional Office**  
 275 Portage Avenue, Room 1100  
 R3B 3A3  
 (204) 983-2842

##### NORTHWEST TERRITORIES

Fort Simpson  
**Northern Affairs**  
 District Office  
 Post Office Box 150  
 X0E 0N0  
 (403) 695-2626

**Indian and Northern Affairs****Canada (continued)****NORTHWEST TERRITORIES (continued)**

## Fort Smith

**Northern Affairs**

District Office  
130 Simpson Street  
Post Office Box 658  
X0E 0P0  
(403) 872-2558

## Inuvik

**Northern Affairs**

District Office  
Post Office Box 2100  
X0E 0T0  
(403) 979-3361

## Iqaluit

**Northern Affairs**

District Office  
Post Office Box 100  
X0A 0H0  
(819) 979-4405

## Rankin Inlet

**Northern Affairs**

District Office  
Post Office Box 129  
X0C 0G0  
(819) 645-2831

## Yellowknife

**Indian and Inuit Affairs**

Northwest Territories Regional Office  
4916 47th Street  
Post Office Box 2760  
X1A 1R6  
(403) 920-8283

## Yellowknife

**Northern Affairs**

Northwest Territories Regional Office  
Post Office Box 1500  
X1A 2R3  
(403) 920-8110

## Yellowknife

**Northern Affairs**

District Office  
Post Office Box 2550  
X1A 2P8  
(403) 920-8256

**NOVA SCOTIA**

## Amherst

**Atlantic Regional Office**

40 Havelock Street  
Post Office Box 160  
B4H 3Z3  
(902) 661-6200

**ONTARIO**

## Brantford

**District Office**

Eagle's Nest Business Complex  
188 Mohawk Street  
Post Office Box 1960  
N3T 5W5  
(519) 754-0323

## Sioux Lookout

**District Office**

45 Prince Street  
Post Office Box 369  
P0V 2T0  
(807) 737-2800

## Southampton

**District Office**

Post Office Box 640  
N0H 2L0  
(519) 797-2018

## Sudbury

**District Office**

1760 Regent Street South  
P3E 3Z8  
(705) 522-5100

## Thunder Bay

**District Office**

905 East Victoria Avenue  
P7C 1B3  
(807) 623-3534  
Technical Services:  
(807) 623-9533

## Toronto

**Ontario Regional Office**

25 St Clair Avenue East, 5th Floor  
M4T 1M2  
(416) 973-6234

**QUEBEC**

## Hull

**Head Office**

Terrasses de la Chaudière  
North Tower  
10 Wellington Street  
Mail: Ottawa, Ontario K1A 0H4  
(819) 997-0380  
Media Inquiries:  
(819) 997-8404

## Quebec

**Quebec Regional Office**

320 St Joseph Street East  
Post Office Box 3725  
Sillery Postal Station  
G1K 7Y2  
(418) 648-3270  
(418) 648-4034

**SASKATCHEWAN**

## Fort Qu'Appelle

**District Office**

Post Office Box 760  
S0G 1S0  
(306) 332-8500

## Meadow Lake

**District Office**

Post Office Box 280  
S0M 1V0  
(306) 236-4472

## Prince Albert

**District Office**

3601 5th Avenue East  
Post Office Box 5500  
S6V 7V6  
(306) 953-8522

## Regina

**Saskatchewan Regional Office**

First Canadian Place, 3rd Floor  
2110 Hamilton Street  
S4P 4K4  
(306) 780-5945

## Regina

**Counselling Centre**

2054 Broad Street  
S4P 1V3  
(306) 780-5360

## Saskatoon

**Counselling Centre**

250 3rd Avenue South  
S7K 1L9  
(306) 975-4800

**YUKON**

## Whitehorse

**Indian and Inuit Affairs**

300 Main Street, Room 415D  
Y1A 2B5  
(403) 667-3333

## Whitehorse

**Northern Affairs**

Yukon Regional Office  
200 Range Road  
Y1A 3V1  
(403) 667-3100

---

**Investment Canada (INV)**

---

**ONTARIO**

## Ottawa

C D Howe Building, 5th Floor West  
235 Queen Street  
Post Office Box 2800, Station D  
K1P 6A5  
(613) 995-0465

---

**Immigration and Refugee Board (IRB)**

---

**ALBERTA**

## Calgary

Natural Resources Building, 9th Floor  
205 9th Avenue South East  
T2G 0R3  
(403) 292-6134





Edmonton  
Liberty Building, Room 201  
10506 Jasper Avenue  
T5J 2W9  
(403) 495-5875

## BRITISH COLUMBIA

Vancouver  
800 Burrard Street, Suite 1600  
V6Z 2J9  
(604) 666-5946

## MANITOBA

Winnipeg  
185 Carlton Street, 3rd Floor  
R3C 3J1  
(204) 983-3553

## ONTARIO

Ottawa  
**Head Office**  
240 Bank Street  
K1A 0K1  
(613) 995-6486

Toronto  
1 Front Street West, 5th Floor  
M5J 1A5  
(416) 973-6035  
(416) 973-6261

Toronto  
70 University Avenue, 7th Floor  
M5J 2M5  
(416) 954-1000

## QUEBEC

Montreal  
Guy Favreau Complex  
East Tower, Suite 514  
200 René Lévesque Boulevard West  
H2Z 1X4  
(514) 283-7733

## Industry, Science and Technology Canada (ISTC)

## ALBERTA

Calgary  
**Local Office**  
510 5th Street South West,  
Room 1100  
T2P 3S2  
(403) 292-4575  
(403) 292-4578 (Fax)

Edmonton  
**Regional Office**  
Canada Place, Suite 540  
9700 Jasper Avenue  
T5J 4C3  
(403) 495-4782  
(403) 495-4507 (Fax)  
Aboriginal Economic Programs:  
(403) 495-2954

## BRITISH COLUMBIA

Vancouver  
**Regional Office**  
650 West Georgia Street, Suite 900  
Post Office Box 11610  
V6B 5H8  
(604) 666-0266  
(604) 666-0277 (Fax)  
Aboriginal Economic Programs:  
(604) 666-3871

## MANITOBA

Winnipeg  
**Regional Office**  
330 Portage Avenue, 8th Floor  
Post Office Box 981  
R3C 2V2  
(204) 983-4782  
(204) 983-2187 (Fax)

Winnipeg  
**Aboriginal Economic Programs**  
330 Portage Avenue, Suite 700  
Post Office Box 3130  
R3C 4E6  
(204) 983-7316

## NEW BRUNSWICK

Moncton  
**Regional Office**  
Assumption Place  
770 Main Street, 12th Floor  
Post Office Box 1210  
E1C 8P9  
(506) 857-4782  
(506) 851-6429 (Fax)

## NEWFOUNDLAND

St John's  
**Regional Office**  
Atlantic Place, Suite 504  
215 Water Street  
Post Office Box 8950  
A1B 3R9  
(709) 772-4782  
(709) 772-5093 (Fax)

## NORTHWEST TERRITORIES

Yellowknife  
**Regional Office**  
Precambrian Building, 10th Floor  
Postal Bag 6100  
X1A 2R3  
(403) 920-8568  
(403) 873-6228 (Fax)  
Aboriginal Economic Programs:  
(403) 920-8576

## NOVA SCOTIA

Halifax  
**Regional Office**  
Central Trust Tower, 5th Floor  
1801 Hollis Street  
Post Office Box 940, Station M  
B3J 2V9  
(902) 426-4782  
(902) 426-2624 (Fax)  
Aboriginal Economic Programs:  
(902) 426-2018

## ONTARIO

Ottawa  
**Head Office**  
C D Howe Building  
235 Queen Street  
K1A 0H5  
(613) 952-4782  
(613) 957-7942 (Fax)  
Aboriginal Economic Programs:  
(613) 954-4064  
Science and Technology Hotline:  
(613) 993-7597

Sudbury  
**District Office**  
30 Cedar Street, Suite 407  
P3E 1A4  
FedNor:  
(705) 671-0711  
(705) 671-0717 (Fax)

Thunder Bay  
**District Office**  
710 East Victoria Avenue, Suite 209  
P7C 5P7  
FedNor:  
(807) 623-4436  
(807) 623-5392 (Fax)

Toronto  
**Regional Office**  
Dominion Public Building, 4th Floor  
1 Front Street West  
M5J 1A4  
(416) 973-4782  
(416) 973-8714 (Fax)  
Aboriginal Economic Programs:  
(416) 973-8800

## PRINCE EDWARD ISLAND

Charlottetown  
**Regional Office**  
Confederation Court Mall, Suite 400  
134 Kent Street  
Post Office Box 1115  
C1A 7M8  
(902) 566-7400  
(902) 566-7450 (Fax)

## Industry, Science and Technology Canada (continued)

### QUEBEC

#### Montreal

##### Regional Office

Tour de la Bourse, Suite 3800  
800 Place Victoria  
Post Office Box 247  
H4Z 1E8  
(514) 283-8185  
(514) 283-3302 (Fax)

### SASKATCHEWAN

#### Regina

1955 Smith Street, Suite 400  
S4P 2N8  
(306) 780-6108  
(306) 780-6679 (Fax)  
Aboriginal Economic Programs:  
(306) 780-6402

#### Saskatoon

##### Regional Office

119 4th Avenue South, Room 401  
S7K 5X2  
(306) 975-4400  
(306) 975-5334 (Fax)  
Aboriginal Economic Programs:  
(306) 975-4361

### YUKON

#### Whitehorse

##### Regional Office

308 Main Street, Suite 210  
Y1A 2B5  
(403) 667-3921  
(403) 668-5003 (Fax)  
Aboriginal Economic Programs:  
(403) 667-3927

---

## Justice Canada, Department of (JUST)

---

### ALBERTA

#### Edmonton

##### Edmonton Regional Office

Edmonton Centre  
Royal Trust Tower, Room 928  
T5J 2Z2  
(403) 495-2983

### BRITISH COLUMBIA

#### Vancouver

##### Regional Office

Royal Centre, 28th Floor  
1055 West Georgia Street  
Post Office Box 11118  
V6E 3P9  
(604) 666-2061

### MANITOBA

#### Winnipeg

##### Regional Office

Centennial House, Room 301  
310 Broadway Avenue  
R3C 0S6  
(204) 983-2391

### NORTHWEST TERRITORIES

#### Iqaluit

##### Sub-Office

Building 224  
Post Office Box 1030  
X0A 0H0  
(819) 979-5324

#### Yellowknife

##### Yellowknife Regional Office

Precambrian Building, 11th Floor  
Post Office Box 8  
X1A 2N1  
(403) 920-8564

### NOVA SCOTIA

#### Halifax

##### Atlantic Regional Office

Royal Bank Building, 4th Floor  
5161 George Street  
B3J 1M7  
(902) 426-3260

### ONTARIO

#### Ottawa

##### Head Office

Justice Building  
Wellington Street  
K1A 0H8  
(613) 957-4222

#### Ottawa

##### National Victims Resource Centre

239 Wellington Street  
K1A 0H8  
(613) 957-9608

#### Ottawa

##### Statute Revision Commission

222 Queen Street, Room 703C  
K1A 0H8  
(613) 957-0056

#### Toronto

##### Regional Office

Exchange Tower, Suite 3400  
2 First Canadian Place  
Post Office Box 36  
M5X 1K6  
(416) 973-0942

### QUEBEC

#### Montreal

##### Regional Office

Guy Favreau Complex  
East Tower, 9th Floor  
200 René Lévesque Boulevard West  
H2Z 1X4  
(514) 283-4934

### SASKATCHEWAN

#### Regina

##### Sub-Office

CIBC Tower, 5th Floor  
1800 Hamilton Street  
S4P 4K7  
(306) 780-5080

#### Saskatoon

##### Regional Office

229 4th Avenue South, Room 700  
S7K 4K3  
(306) 975-4756  
(306) 975-5304

### YUKON

#### Whitehorse

##### Regional Office

308 Main Street, Suite 200  
Y1A 2B5  
(403) 667-8100

---

## Labour Canada (LAB)

---

### ALBERTA

#### Calgary

##### District Office

220 4th Avenue South East,  
Room 266  
T2G 4X3  
(403) 292-4566

#### Edmonton

##### District Office

Energy Square, Room 302  
10109 106th Street  
T5J 3L7  
(403) 495-2989

### BRITISH COLUMBIA

#### Kelowna

478 Bernard Avenue, Room 301  
V1Y 6N7  
(604) 861-6043

#### Prince George

##### Sub-Office

280 Victoria Street, Room 309  
V2L 4X3  
(604) 561-5399

#### Vancouver

##### Mountain Regional Office

890 West Pender Street, Room 400  
V6C 1J9  
(604) 666-2247  
Federal Mediation and Conciliation  
Service:  
(604) 666-0241

#### Vancouver

##### Meridian District Office

1285 West Broadway Avenue,  
Suite 420  
V6H 3X8  
(604) 666-0810





Vancouver  
**Pacific District Office**  
 605 Robson Street, Suite 680  
 V6B 5J3  
 (604) 666-0252

## MANITOBA

Winnipeg  
**Central Regional Office**  
 MacDonald Building, Room 400  
 344 Edmonton Street  
 R3B 2Y1  
 (204) 983-6375

Winnipeg  
**Winnipeg East District Office**  
 180 Main Street, Room 206  
 R3C 1A6  
 (204) 983-7862

Winnipeg  
**Winnipeg West District Office**  
 The Brick Plaza  
 1045 St James Street  
 R3H 1B1  
 (204) 984-3360  
 (Collect calls accepted)

## NEW BRUNSWICK

Moncton  
**Atlantic Regional Office**  
 Heritage Court Building, Room 213  
 95 Foundry Street  
 Post Office Box 2967, Station A  
 E1C 8T8  
 (506) 851-6640

Moncton  
**New Brunswick and Prince Edward Island District Office**  
 Terminal Plaza Building, Suite 604  
 1222 Main Street  
 E1C 1H6  
 (506) 851-7424

## NEWFOUNDLAND

St John's  
**District Office**  
 Cormack Building, 3rd Floor  
 2 Steers Cove  
 Post Office Box 5278  
 A1C 5W1  
 (709) 772-5022

## NOVA SCOTIA

Halifax  
**District Office**  
 Post Office Box 8628  
 B3K 5M3  
 (902) 426-3833  
 Federal Mediation and Conciliation  
 Service:  
 (902) 426-3834

Sydney  
**District Office**  
 Government of Canada Building  
 308 George Street  
 B1P 1J8  
 (902) 564-7130

## ONTARIO

London  
**District Office**  
 457 Richmond Street, 5th Floor  
 N6A 3E3  
 (519) 645-4047

Mississauga  
**Toronto West District Office**  
 Co-operative Building, Suite 708  
 6711 Mississauga Road  
 L5N 2W3  
 (416) 858-8615

Ottawa  
**Capital Regional Office, Outaouais District Office,**  
 Rideau District Office  
 Medfair Building, 6th Floor  
 1355 Bank Street  
 K1H 8K7  
 (613) 998-9083  
 Outaouais District Office:  
 (613) 998-3945  
 Rideau District Office:  
 (613) 998-6838  
 (Collect calls accepted)

Sudbury  
**Sub-Office**  
 1901 LaSalle Boulevard  
 P3A 2A3  
 (705) 560-6179

Thunder Bay  
**Northwestern Ontario District Office**  
 33 South Court Street, Room 341  
 P7B 2W6  
 (807) 345-5474

Toronto  
**Great Lakes Regional Office**  
 230 Richmond Street West, 9th Floor  
 M5V 1V6  
 (416) 954-2881  
 Federal Mediation and Conciliation  
 Service:  
 (416) 954-2873

Toronto  
**Toronto East District Office**  
 200 Town Centre Court, 8th Floor  
 Scarborough  
 M1P 4X8  
 (416) 973-4500

Toronto  
**Toronto North and Sudbury District Office**  
 4900 Yonge Street  
 Willowdale  
 M2N 6A4  
 (416) 954-5900

## PRINCE EDWARD ISLAND

Charlottetown  
**Sub-Office**  
 75 Fitzroy Street  
 C1A 1R6  
 (902) 566-7171

## QUEBEC

Hull  
**Head Office**  
 Place du Portage, Phase II  
 165 Hôtel de Ville Street  
 Mail: Ottawa, Ontario K1A 0J2  
 (819) 997-2617

Laval  
**Laurentian District Office**  
 Chomedy Tower, Suite 420  
 3400 Du Souvenir Boulevard  
 H7V 3Z2  
 (514) 973-6800

Montreal  
**St Lawrence Regional Office**  
 Guy Favreau Complex, West Tower,  
 Suite 101  
 200 René Lévesque Boulevard West  
 H2Z 1X4  
 (514) 283-7123  
 Federal Mediation and Conciliation  
 Service:  
 (514) 283-5731

Montreal  
**Montreal-Estrie District Office**  
 Guy Favreau Complex, West Tower,  
 Suite 101  
 200 René Lévesque Boulevard West  
 H2Z 1X4  
 (514) 283-8531

Montreal  
**Montreal-Richelieu District Office**  
 7655 Newman Boulevard, Suite 307  
 La Salle  
 H8N 1X7  
 (514) 368-6439

Quebec  
**District Office**  
 400 Jean Lesage Boulevard,  
 Suite 305  
 G1K 8W1  
 (418) 648-7707

## SASKATCHEWAN

Regina  
**District Office**  
 1955 Smith Street, Room 450  
 S4P 2N8  
 (306) 780-5408

Saskatoon  
**District Office**  
 Federal Building, Room 306  
 101 22nd Street East  
 S7K 0E1  
 (306) 975-4303

Labour Canada (continued)

YUKON

Whitehorse  
Sub-Office  
300 Main Street, Room 425  
Y1A 2B5  
(403) 667-3940

Livestock Feed Bureau (LFB)

BRITISH COLUMBIA

Surrey  
17655 57th Avenue  
V3S 1H1  
(604) 585-5757

NOVA SCOTIA

Amherst  
11 Princess Street  
Post Office Box 1150  
B4H 4L2  
(902) 667-0911

QUEBEC

Montreal  
Head Office  
5180 Queen Mary Road, Suite 400  
Mail: Post Office Box 177, Snowdon  
Station  
H3X 3T4  
(514) 283-7505

Library of Parliament (LP)

ONTARIO

Ottawa  
Parliament Buildings  
Wellington Street  
K1A 0A9  
Reference Inquiries:  
(613) 995-1166

Marine Atlantic Inc (MA)

NEW BRUNSWICK

Cape Tormentine  
Terminal  
General Delivery  
E0A 1H0  
(506) 538-7873 (recorded message)  
(506) 538-7312 (recorded message  
in French)

Moncton  
Head Office  
100 Cameron Street  
E1C 5Y6  
(506) 851-3600

Saint John  
Reservations Bureau  
Post Office Box 3427, Station B  
E2M 4X9  
(506) 636-4048

NEWFOUNDLAND

Argentia  
Terminal/Reservations Bureau  
Mail: Post Office Box 405  
Placentia A0B 2Y0  
(709) 227-2431  
Reservations Mail:  
Post Office Box 250  
North Sydney, Nova Scotia B2A 3M3

Channel – Port aux Basques  
Terminal/Reservations Bureau  
Post Office Box 520  
A0M 1C0  
(709) 695-7081  
Reservations Mail:  
Post Office Box 250  
North Sydney, Nova Scotia B2A 3M3

Happy Valley – Goose Bay  
Labrador  
Terminal  
Post Office Box 911, Station A  
A0P 1S0  
(709) 896-2253  
Reservations Bureau:  
Mail: Post Office Box 250  
North Sydney, Nova Scotia B2A 3M3  
(709) 896-0041

Lewisporte  
Terminal  
Post Office Box 790  
A0G 3A0  
(709) 535-6872  
Reservations Bureau:  
Mail: Post Office Box 250  
North Sydney, Nova Scotia B2A 3M3  
(709) 535-6876

St John's  
Regional Office  
Scotia Centre  
235 Water Street, Suite 601  
A1C 5R4  
(709) 772-5700  
Reservations Bureau:  
Mail: Post Office Box 250  
North Sydney, Nova Scotia B2A 3M3  
(709) 772-7701

NOVA SCOTIA

Digby  
Terminal/Reservations Bureau  
Post Office Box 418  
B0V 1A0  
(902) 245-2116  
Reservations Mail:  
Post Office Box 250  
North Sydney B2A 3M3

Halifax  
Law and Risk Management  
1791 Barrington Street, Suite 1400  
B3J 3L1  
(902) 426-1869

North Sydney  
Terminal/Reservations Bureau  
Post Office Box 250  
B2A 3M3  
(902) 794-5700

Yarmouth  
Terminal/Reservations Bureau  
58 Water Street  
Post Office Box 699  
B5A 1K9  
(902) 742-6800  
Reservations Mail:  
Post Office Box 250  
North Sydney B2A 3M3

PRINCE EDWARD ISLAND

Borden  
Terminal  
Post Office Box 160  
Port Borden  
C0B 1X0  
(902) 855-2010  
(902) 855-2030 (recorded message)  
(902) 855-2020 (recorded message  
in French)

Multiculturalism and Citizenship  
Canada (MCC)

ALBERTA

Calgary  
Court of Canadian Citizenship  
Harry Hays Building, Room 254  
220 4th Avenue South East  
T2G 4X3  
(403) 292-5539

Edmonton  
Court of Canadian Citizenship  
Canada Place, Room 220  
9700 Jasper Avenue  
T5J 4C3  
(403) 495-5686

BRITISH COLUMBIA

Kelowna  
Court of Canadian Citizenship  
1433 St Paul Street, Room 102  
V1Y 2E4  
(604) 861-3317

Prince George  
Court of Canadian Citizenship  
550 Victoria Street, Room 400A  
V2L 2K1  
(604) 561-5303





## Surrey

**Court of Canadian Citizenship**  
7093 King George Highway,  
Room 240  
V3W 5A2  
(604) 775-7005

## Vancouver

**Court of Canadian Citizenship**  
757 West Hastings Street, Suite 200  
V6C 1A1  
(604) 666-3971

## Victoria

**Local Office and Court of Canadian Citizenship**  
Custom House, Room 105  
816 Government Street  
V8W 1W9  
(604) 363-3464

## MANITOBA

## Winnipeg

**Court of Canadian Citizenship**  
Canadian Grain Commission  
Building, Room 200  
303 Main Street  
R3C 4S3  
(204) 983-3792

## NEW BRUNSWICK

## Moncton

**Court of Canadian Citizenship**  
860 Main Street, Room 503  
E1C 1G2  
(506) 851-7050 (Monday,  
Wednesday, Friday)

## NEWFOUNDLAND

## St John's

**Court of Canadian Citizenship**  
Atlantic Place  
215 Water Street  
Post Office Box 75  
A1C 6C9  
(709) 772-0661

## NOVA SCOTIA

## Halifax

**Court of Canadian Citizenship**  
5281 Duke Street  
B3J 3M1  
(902) 426-2148 (recorded message)  
(902) 426-6812

## Sydney

47 Dorchester Street  
Post Office Box 7000  
B1P 5Y9  
(902) 564-7800

## ONTARIO

## Hamilton

**Court of Canadian Citizenship**  
150 Main Street West, 4th Floor  
L8P 1H8  
(416) 572-2361

## Kingston

**Court of Canadian Citizenship**  
106 Clarence Street, Room 210  
K7L 1X3  
(613) 545-8015

## London

**Court of Canadian Citizenship**  
Federal Building, Main Floor  
451 Talbot Street  
N6A 5C9  
(519) 645-4334

## Mississauga

**Court of Canadian Citizenship**  
77 City Centre Drive  
L5B 1M5  
(416) 277-6433

## Oshawa

**Court of Canadian Citizenship**  
310 Simcoe Street South  
L1H 4H7  
(416) 723-1216

## Ottawa

**Court of Canadian Citizenship**  
350 Albert Street, Suite 300  
K1A 1K5  
(613) 992-7787

## Sudbury

**Court of Canadian Citizenship**  
Federal Building, Room 326  
19 Lisgar Street  
P3E 3L4  
(705) 671-0621

## Thunder Bay

**Court of Canadian Citizenship**  
Federal Building, Room 234  
33 South Court Street  
P7B 2W6  
(807) 345-2316

## Toronto

**District Office**  
720 Spadina Avenue, Room 100  
M5S 2T9  
(416) 973-5400

## Toronto

**Citizenship Registration Centre**  
1541 Bloor Street West, Main Floor  
M6P 1A5  
(416) 973-6424

## Toronto

**Court of Canadian Citizenship**  
4580 Dufferin Street, Suite 300  
M3H 5Y2  
(416) 665-4007

## Toronto

**Court of Canadian Citizenship**  
200 Town Centre Court, Room 217  
Scarborough  
M1P 4X8  
(416) 973-6424

## Toronto

**Court of Canadian Citizenship and Citizenship Application Centre**  
55 St Clair Avenue East, Room 814  
M4T 1M2  
(416) 973-6424 (recorded message)

## Waterloo

**Court of Canadian Citizenship**  
70 King Street North  
N2J 2X0  
(519) 886-3120

## Windsor

**Court of Canadian Citizenship**  
467 University Avenue West,  
Room 201  
N9A 5R2  
(519) 252-7852

## PRINCE EDWARD ISLAND

## Charlottetown

**Provincial Office**  
Dominion Building, Room 201  
97 Queen Street  
C1A 4A9  
(902) 566-7188

## QUEBEC

## Hull

**Head Office**  
Jules Léger Building, 10th Floor  
25 Eddy Street  
Mail: Ottawa, Ontario K1A 1K5  
(819) 994-5595

## Montreal

**Court of Canadian Citizenship**  
5167 Jean Talon Street East,  
Room 100  
H1S 1K8  
(514) 283-6817

## Montreal

**Court of Canadian Citizenship**  
Guy Favreau Complex  
West Tower, 10th Floor  
200 René Lévesque Boulevard West  
H2Z 1X4  
(514) 283-6679

## Montreal

**Court of Canadian Citizenship**  
6420 St Denis Street  
H2S 2R7  
(514) 283-6835

## Quebec

**Court of Canadian Citizenship**  
333 St Amable Street, Room 155  
G1R 5G2  
(418) 648-3831

## SASKATCHEWAN

## Regina

**Court of Canadian Citizenship**  
2101 Scarth Street, Room 200  
S4P 2H9  
(306) 780-5535

**Multiculturalism and Citizenship  
Canada** (*continued*)  
**SASKATCHEWAN** (*continued*)

Saskatoon

**Court of Canadian Citizenship**  
230 22nd Street East, Room 505  
S7K 0E9  
(306) 975-4115

**YUKON**

Whitehorse

**Court of Canadian Citizenship**  
300 Main Street, Room 105  
Y1A 2B5  
(403) 667-3971

**Medical Research Council of  
Canada (MRC)**

**ONTARIO**

Ottawa

Holland Cross, Tower B, 5th Floor  
1600 Scott Street  
K1A 0W9  
(613) 954-1809

**National Archives of Canada (NA)**

**ONTARIO**

Ottawa

**Head Office**  
395 Wellington Street  
K1A 0N3  
(613) 995-5138  
Inter-institutional Loans:  
(613) 996-8410  
Reference Services:  
(613) 996-2710

**National Arts Centre (NAC)**

**ONTARIO**

Ottawa

Confederation Square  
Post Office Box 1534, Station B  
K1P 5W1  
(613) 996-5051

**National Advisory Council on  
Aging (NACA)**

**ONTARIO**

Ottawa

Trebla Building, Room 355  
473 Albert Street  
K1A 0K9  
(613) 957-1968

**National Aviation Museum (NAM)**

**ONTARIO**

Ottawa

Rockcliffe Airport  
Post Office Box 9724  
Ottawa Terminal T  
K1G 5A3  
(613) 993-2010

**National Battlefields Commission  
(NBC)**

**QUEBEC**

Quebec

390 De Bernières Avenue  
G1R 2L7  
(418) 648-3506

**National Capital Commission  
(NCC)**

**ONTARIO**

Ottawa

**Head Office**  
161 Laurier Avenue West  
K1P 6J6  
(613) 239-5555  
(613) 232-1234 (recorded message)

Ottawa

**Information Centre**  
14 Metcalfe Street  
K1K 6J6  
(613) 239-5000

**QUEBEC**

Old-Chelsea

**Visitor Centre**  
Gatineau Park  
Meech Lake Road  
J0X 1N0  
(819) 827-2020

Sainte-Cécile-de-Masham

**Visitor Centre**  
Lac Philippe  
(819) 827-2020  
(open daily June to September, and  
weekends rest of year)

**National Council of Welfare (NCW)**

**ONTARIO**

Ottawa

Jeanne Mance Building, Room 1876  
Tunney's Pasture  
K1A 0K9  
(613) 957-2961

**National Defence (ND)**

**ALBERTA**

Calgary

**Canadian Forces Base Calgary**  
4225 Crowchild Trail South West  
MPO 555  
T3E 1T8  
(403) 240-7311

Calgary

**Canadian Forces Recruiting  
Centre Calgary**  
Harry Hays Building  
220 4th Avenue South East  
Post Office Box 2949, Station M  
T2P 2M7  
(403) 292-4380

Cold Lake

**Canadian Forces Base Cold Lake**  
Medley  
T0A 2M0  
(403) 594-8990

Edmonton

**Canadian Forces Base Edmonton**  
Post Office Box 10500  
T5J 4J5  
(403) 973-4011  
Public Relations Office:  
(403) 457-8580  
Search and Rescue:  
(403) 973-4402

Edmonton

**Canadian Forces Recruiting  
Centre Edmonton**  
Canada Place, Suite 110  
9700 Jasper Avenue  
T5J 4C3  
(403) 495-3002

**BRITISH COLUMBIA**

Aldergrove

**Canadian Forces  
Station Aldergrove**  
3900 272nd Street  
Post Office Box 4000  
V0X 1A0  
(604) 775-9211

Chilliwack

**Canadian Forces Base Chilliwack**  
Keith Wilson Road  
V0X 2E0  
(604) 858-1011

Comox

**Canadian Forces Base Comox**  
Lazo  
V0R 2K0  
(604) 339-8100





## Esquimalt

**Canadian Forces Base Esquimalt**

FMO Victoria  
V0S 1B0  
(604) 363-2000  
Information Office:  
(604) 363-2380

## Kamloops

**Canadian Forces Recruiting Centre Kamloops**

345 3rd Avenue  
V2C 3M5  
(604) 374-3444

## Masset

**Canadian Forces Station Masset**

Post Office Box 2000  
V0T 1M0  
(604) 626-3902

## Vancouver

**Canadian Forces Recruiting Centre Vancouver**

Sinclair Centre, Suite R125  
757 West Hastings Street  
V6C 1A1  
(604) 666-4192

## Victoria

**Canadian Forces Recruiting Centre Victoria**

721 Johnson Street  
V8W 1M8  
(604) 363-3717

## MANITOBA

## Shilo

**Canadian Forces Base Shilo**

R0K 2A0  
(204) 765-3000

## Winnipeg

**Public Affairs**

Canadian Forces Base Winnipeg  
R3J 0T0  
(204) 832-1311  
Cadet Services:  
(204) 833-6218 (Air)  
(204) 833-6213 (Land)  
(204) 833-6217 (Sea)

## Winnipeg

**Canadian Forces Recruiting Centre Winnipeg**

280 Smith Street, Main Floor  
R3C 1K2  
(204) 983-3680

## NEW BRUNSWICK

## Bathurst

**Canadian Forces Recruiting Centre Bathurst**

219 Main Street  
E2A 1A9  
(506) 548-7425

## Chatham

**Canadian Forces Base Chatham**

Curtis Park  
E0C 2E0  
(506) 773-4421

## Gagetown

**Canadian Forces Base Gagetown**

Post Office Box 102  
E0G 2P0  
(506) 422-2000

## Moncton

**Canadian Forces Base Moncton**

Postal Bag 6100  
E1C 9L4  
(506) 859-6400

## Moncton

**Canadian Forces Recruiting Centre Moncton**

Highfield Square  
1100 Main Street  
E1C 1H4  
(506) 857-8630  
(506) 857-8634  
(Collect calls accepted)

## Saint John

**Canadian Forces Recruiting Centre Saint John**

189 Prince William Street  
Post Office Box 7409, Station A  
E2L 4S7  
(506) 636-4973

## NEWFOUNDLAND

## Corner Brook

**Canadian Forces Recruiting Centre Corner Brook**

4 Herald Avenue, Suite 407  
A2H 4B4  
(709) 639-8927

## Gander

**Canadian Forces Station Gander**

Post Office Box 6000  
A1V 1X1  
(709) 256-7151

## Happy Valley – Goose Bay

## Labrador

**Canadian Forces Base Goose Bay**

Postal Station A  
A0P 1S0  
(709) 896-7381

## St John's

**Canadian Forces Station St John's**

Post Office Box 2028  
A1C 6B5  
(709) 772-4375

## St John's

**Canadian Forces Recruiting Centre St John's**

Sir Humphrey Gilbert Building  
165 Duckworth Street  
Post Office Box 2028  
A1C 6B5  
(709) 570-4800

## NORTHWEST TERRITORIES

## Yellowknife

**Canadian Forces Recruiting Centre Yellowknife**

Graham Bromley Building  
5010 Franklin Avenue  
Post Office Box 6666  
X1A 2R3  
(403) 920-2421

## NOVA SCOTIA

## Cornwallis

**Canadian Forces Base Cornwallis**

B0S 1H0  
(902) 638-8631

## Dartmouth

**Defence Research Establishment Atlantic**

9 Grove Street  
Post Office Box 1012  
B2Y 3Z7  
(902) 426-3100

## Greenwood

**Canadian Forces Base Greenwood**

B0P 1N0  
(902) 765-3391

## Halifax

**Public Affairs**

6080 Young Street, Suite 301  
FMO Halifax  
B3K 2X0  
(902) 427-7084

## Halifax

**Canadian Forces Base Halifax**

FMO Halifax  
B3K 2X0  
(902) 427-4077  
Base Public Affairs:  
(902) 427-8623  
Navy Public Affairs:  
(902) 427-6688

## Halifax

**Canadian Forces Recruiting Centre Halifax**

Scotia Square, Suite 502  
5251 Duke Street  
B3J 1N9  
(902) 427-7600

## Halifax

**Rescue Co-ordination Centre**

Building D-201, Room 254  
FMO Halifax  
B3K 2X0  
Administration:  
(902) 427-2100  
(902) 427-2101  
Emergency:  
(902) 427-8200

## Shearwater

**Canadian Forces Base Shearwater**

B0J 3A0  
(902) 463-5111

**National Defence (continued)****NOVA SCOTIA (continued)**

## Shelburne

**Canadian Forces  
Station Shelburne**B0T 1W0  
(902) 875-2056

## Sydney

**Canadian Forces Recruiting  
Centre Sydney**Civic Centre, 3rd Floor  
320 Esplanade Street  
B1P 1A7  
(902) 564-7060  
(Collect calls accepted)**ONTARIO**

## Belleville

**Public Affairs**Headquarters Canadian Forces  
Europe  
Mail for Lahr, Germany:  
CFPO 5000  
Mail for Baden-Soellingen:  
CFPO 5056  
K0K 3R0  
Telephone inquiries Public Affairs,  
Ottawa:  
(613) 996-2353

## Borden

**Canadian Forces Base Borden**L0M 1C0  
(705) 424-1200

## Hamilton

**Canadian Forces Recruiting  
Centre Hamilton**100 Main Street East  
L8N 3W4  
(416) 572-2751

## Kingston

**Canadian Forces Recruiting  
Centre Kingston**395 Princess Street  
K7L 1B9  
(613) 541-5910

## Kitchener

**Canadian Forces Recruiting  
Centre Kitchener**29 Duke Street East  
N2H 1A2  
(519) 742-7511

## London

**Canadian Forces Recruiting  
Centre London**451 Talbot Street  
N6A 5C9  
(519) 660-5110

## North Bay

**Public Affairs**Canadian Forces Base North Bay  
Hornell Heights  
P0H 1P0  
(705) 474-9292

## North Bay

**Canadian Forces Recruiting  
Centre North Bay**456 Ferguson Street  
P1B 1X4  
(705) 472-3710

## Ottawa

**Headquarters**Major-General George R Pearkes  
Building  
101 Colonel By Drive  
K1A 0K2  
(613) 996-2353  
General Inquiries:  
(613) 995-2534  
Media:  
(613) 996-2353

## Ottawa

**Canadian Forces Recruiting  
Centre Ottawa**66 Slater Street  
K1A 0K2  
(613) 992-3038

## Petawawa

**Canadian Forces Base Petawawa**Post Office Box 9999  
K8H 2X3  
(613) 687-5511

## Peterborough

**Canadian Forces Recruiting  
Centre Peterborough**185 King Street, Suite 101  
K9J 2R8  
(705) 748-2977

## St Catharines

**Canadian Forces Recruiting  
Centre St Catharines**24 Ontario Street  
L2R 7M3  
(416) 684-4325

## Sudbury

**Canadian Forces Recruiting  
Centre Sudbury**111 Elm Street  
P3C 1T4  
(705) 674-0838

## Thunder Bay

**Canadian Forces Recruiting  
Centre Thunder Bay**214 Red River Road  
P7B 1A6  
(807) 343-5134

## Toronto

**Public Affairs**Federal Building  
4900 Yonge Street  
North York  
M2N 6A4  
(416) 224-4087  
Canadian Forces Recruiting Centre  
Toronto:  
(416) 224-4015

## Trenton

**Canadian Forces Base Trenton**Astra  
K0K 1B0  
(613) 392-2811

## Windsor

**Canadian Forces Recruiting  
Centre Windsor**441 University Avenue West  
N9A 5P9  
(519) 252-7615**PRINCE EDWARD ISLAND**

## Charlottetown

**Canadian Forces Recruiting  
Centre Charlottetown**Confederation Court Mall  
135 Kent Street  
C1A 1N3  
(902) 368-0180

## Charlottetown

**Provincial Warning Centre**Dominion Building  
Queen Street  
Post Office Box 1480  
C1A 7N1  
(902) 566-7606**QUEBEC**

## Bagotville

**Canadian Forces Base Bagotville**Alouette  
G0V 1A0  
(418) 693-2011

## Chicoutimi

**Canadian Forces Recruiting  
Centre Chicoutimi**214 Racine Street East  
G7H 1R9  
(418) 698-5710

## Hull

**Canadian Forces Recruiting  
Centre Hull**Place du Portage, Phase II  
165 Hôtel de Ville Street  
J8X 3X2  
(819) 994-4337

## Montreal

**Information Office**Canadian Forces Base Montreal  
Saint-Hubert  
J3Y 5T4  
(514) 462-7011

## Montreal

**Canadian Forces Recruiting  
Centre Montreal**1420 Ste Catherine Street West  
H3G 1R3  
(514) 283-2521





## Quebec

**Canadian Forces Recruiting  
Centre Quebec**  
1048 St Jean Street  
G1R 1R6  
(418) 648-3636

## Rimouski

**Canadian Forces Recruiting  
Centre Rimouski**  
38 St Germain Street East, Suite 301  
G5L 1A2  
(418) 722-3273

## Rouyn – Noranda

**Canadian Forces Recruiting  
Centre Rouyn**  
151 Du Lac Avenue, Room 302  
J9X 4N6  
(819) 762-0851

## Sept-Îles

**Canadian Forces Recruiting  
Centre Sept-Îles**  
701 Laure Boulevard, Suite 202  
G4R 1X8  
(418) 968-6201

## Sherbrooke

**Canadian Forces Recruiting  
Centre Sherbrooke**  
315 King Street West, Room 302  
J1H 1R2  
(819) 564-5949

## Trois-Rivières

**Canadian Forces Recruiting  
Centre Trois-Rivières**  
Federal Building  
1285 Notre Dame Street  
G9A 4X2  
(819) 376-0582

## SASKATCHEWAN

## Moose Jaw

**Canadian Forces Base Moose Jaw**  
Post Office Box 5000  
S6H 7Z8  
(306) 694-2222

## Regina

**Canadian Forces Recruiting  
Centre Regina**  
1919 Broad Street  
S4P 1Y1  
(306) 780-6550

## Saskatoon

**Canadian Forces Recruiting  
Centre Saskatoon**  
229C 4th Avenue South  
S7K 4K3  
(306) 975-4020

## National Energy Board (NEB)

## ALBERTA

Calgary  
**Head Office**  
Cadillac Fairview Building  
311 6th Avenue South West  
T2P 3H2  
(403) 292-4800  
(403) 292-5503 (Fax)

## NORTHWEST TERRITORIES

Yellowknife  
**Engineering Branch**  
Bellanca Building, 6th Floor  
4914 50th Street  
Postal Bag 4570  
X1A 2R3  
(403) 920-8175

## National Film Board (NFB)

## ALBERTA

Calgary  
**Marketing Office**  
616 MacLeod Trail South East,  
2nd Floor  
T2G 2M2  
(403) 292-5338

## Edmonton

Canada Place, Room 120  
9700 Jasper Avenue  
T5J 4C3  
(403) 495-3013  
Film Library:  
(403) 495-3010  
French Program:  
(403) 495-2002

## BRITISH COLUMBIA

Vancouver  
**English Program**  
1045 Howe Street  
V6Z 2B1  
(604) 666-3838  
Film Library:  
(604) 666-0716

## MANITOBA

Winnipeg  
**Regional Office**  
245 Main Street  
R3C 1A7  
(204) 983-4131  
(204) 983-0742 (Fax)  
English Program:  
(204) 983-0140  
French Program:  
(204) 983-3194

## NEW BRUNSWICK

Moncton  
Terminal Plaza Building  
1222 Main Street  
E1C 1H6  
(506) 851-6101  
French Program:  
(506) 851-6104

## NEWFOUNDLAND

St John's  
Sir Humphrey Gilbert Building  
80 Water Street  
A1C 1G4  
(709) 772-5005  
English Program:  
(709) 772-0358

## NOVA SCOTIA

Halifax  
**English Program**  
5475 Spring Garden Road, 2nd Floor  
B3J 1G2  
(902) 426-6000  
Film Library:  
(902) 426-6001

## Sydney

University College of Cape Breton  
Glance Bay/Sydney Highway  
Post Office Box 7770  
B1P 6K7  
(902) 564-7770

## ONTARIO

## Ottawa

**Head Office**  
Mercury Court  
179 Rideau Street  
K1A 0M9  
(613) 996-4861  
English Program/Marketing:  
(613) 996-4863  
French Program/Marketing:  
(613) 992-7542

## Toronto

150 John Street  
M5V 3C3  
(416) 973-9110  
English Program:  
(416) 973-2235  
French Program:  
(416) 973-2225

## PRINCE EDWARD ISLAND

Charlottetown  
**Film and Video Library**  
202 Richmond Street  
C1A 1J2  
(902) 368-4644

## QUEBEC

Chicoutimi  
530 Jacques Cartier Street East  
G7H 1Z5  
(418) 698-5542

**National Film Board (continued)**  
**QUEBEC (continued)**

**Montreal**

**Operational Headquarters**  
3155 Côte de Liesse Road  
Post Office Box 6100, Station A  
H3C 3H5  
(514) 283-9000

**Montreal**

1564 St Denis Street  
H2X 3K2  
English Program/Marketing:  
(514) 496-6296  
Film and Video Library:  
(514) 283-4823  
French Program/Marketing:  
(514) 283-1678

**Quebec**

350 St Joseph Street East  
G1K 3B2  
(418) 648-3852  
French Program/Marketing:  
(418) 648-3176

**Rimouski**

**Film and Video Library**  
110 De l'Évêché Street East  
G5L 1X9  
(418) 722-3086

**Rouyn – Noranda**

**Film and Video Library**  
Abitibi-Témiscamingue CEGEP  
425 Du Collège Boulevard  
Post Office Box 1500  
J9X 5E5  
(819) 762-6051

**SASKATCHEWAN**

**Saskatoon**

424 21st Street East  
S7K 0C2  
English Program:  
(306) 975-4246  
Film and Video Library:  
(306) 975-4245

**National Farm Products  
Marketing Council (NFPMC)**

**ONTARIO**

**Ottawa**

Martel Building, 13th Floor  
270 Albert Street  
Post Office Box 3430, Station D  
K1P 6L4  
(613) 995-6752

**National Gallery of Canada (NGC)**

**ONTARIO**

**Ottawa**  
380 Sussex Drive  
Post Office Box 427, Station A  
K1N 9N4  
(613) 990-1985

**National Library of Canada (NLC)**

**ONTARIO**

**Ottawa**  
395 Wellington Street  
K1A 0N4  
(613) 995-9481

**National Museum of Science and  
Technology Corporation (NMST)**

**ONTARIO**

**Ottawa**  
1867 St Laurent Boulevard  
Post Office Box 9724  
Ottawa Terminal  
K1G 5A3  
(613) 991-3044

**Ottawa**

Agriculture Museum  
Central Experimental Farm  
Post Office Box 9724, Station T  
K1G 5A3  
(613) 993-4802  
Guided Tours:  
(613) 991-3073

**Northern Pipeline Agency Canada  
(NPA)**

**ONTARIO**

**Ottawa**  
Lester B Pearson Building  
125 Sussex Drive  
K1A 0G2  
(613) 993-7466

**National Parole Board (NPB)**

**BRITISH COLUMBIA**

**Abbotsford**

**Pacific Regional Office**  
32315 South Fraser Way, Suite 305  
V2T 1W6  
(604) 854-2468

**NEW BRUNSWICK**

**Moncton**

**Atlantic Regional Office**  
1222 Main Street, 4th Floor  
E1C 1H6  
(506) 851-6056

**ONTARIO**

**Kingston**

**Ontario Regional Office**  
516 O'Connor Drive, Suite 100  
K7P 1N3  
(613) 634-3857

**Ottawa**

**Headquarters**  
Sir Wilfrid Laurier Building  
340 Laurier Avenue West  
K1A 0R1  
(613) 954-6617

**QUEBEC**

**Montreal**

**Quebec Regional Office**  
Guy Favreau Complex  
West Tower, Suite 203  
200 René Lévesque Boulevard West  
H2Z 1X4  
(514) 283-4584

**SASKATCHEWAN**

**Saskatoon**

**Prairies Regional Office**  
229 4th Avenue South, Suite 601  
Post Office Box 9210  
S7K 3X5  
(306) 975-4228

**National Research Council  
Canada (NRC)**

**ALBERTA**

**Calgary**

**Industrial Research Assistance  
Program**  
Alberta Research Council  
6815 8th Street North East  
T2E 7H7  
(403) 297-2600  
Institute for Research in Construction  
Advanced Construction Technology  
Laboratory:  
(613) 993-2480 (Ottawa)

**Edmonton**

**Industrial Research Assistance  
Program**  
Alberta Research Council  
250 Karl Clark Road  
Post Office Box 8330  
T6H 5X2  
(403) 495-6509

**BRITISH COLUMBIA**

**Penticton**

**Herzberg Institute of Astrophysics**  
Dominion Radio Astrophysical  
Observatory  
Post Office Box 248  
V2A 6K3  
(604) 493-2277





- Revelstoke  
**Institute for Research in Construction**  
Avalanche Research Station  
518 2nd Street West  
Post Office Box 2759  
V0E 2S0  
(604) 837-2435
- Vancouver  
3650 Wesbrook Mall  
V6S 2L2  
Division of Mechanical Engineering:  
(604) 666-2623  
Industrial Research Assistance Program:  
(604) 666-7034
- Vancouver  
**Tri-University Meson Facility (TRIUMF)**  
4004 Wesbrook Mall  
University of British Columbia  
V6T 2A3  
(604) 222-1047
- Victoria  
**Herzberg Institute of Astrophysics**  
Dominion Astrophysical Observatory  
5071 West Saanich Road  
V8X 4M6  
(604) 363-0001
- Victoria  
**Industrial Research Assistance Program**  
University of Victoria  
Post Office Box 1700  
V8W 2Y2  
(604) 721-1242
- MANITOBA**
- Winnipeg  
**Industrial Research Assistance Program**  
c/o Industrial Technology Centre  
1329 Niakwa Road  
R2J 3T4  
(204) 945-6133
- Winnipeg  
**Institute for Biodiagnostics**  
435 Ellice Avenue  
R3B 1Y6  
(204) 983-7692  
(204) 983-3154 (Fax)
- NEW BRUNSWICK**
- Fredericton  
**Industrial Research Assistance Program**  
921 College Hill Road  
E3B 6Z9  
(506) 452-3831
- Moncton  
**Industrial Research Assistance Program**  
University of Moncton, Science and Engineering  
E1A 3E9  
(506) 851-6147
- Saint John  
**Industrial Research Assistance Program**  
University of New Brunswick  
Post Office Box 5050  
E2L 4L5  
(506) 636-4513
- NEWFOUNDLAND**
- St John's  
**Industrial Research Assistance Program**  
Viking Building  
136 Crosbie Road  
A1B 3K3  
(709) 772-5228
- NOVA SCOTIA**
- Halifax  
**Industrial Research Assistance Program**  
c/o Technical University of Nova Scotia  
Building E  
1360 Barrington Street  
Post Office Box 1000  
B3J 2X4  
(902) 426-3138
- Halifax  
**Institute for Marine Bioscience**  
1411 Oxford Street  
B3H 3Z1  
(902) 426-8332
- Wolfville  
**Industrial Research Assistance Program**  
Acadia University  
Post Office Box 220  
B0P 1X0  
(902) 542-2201, ext 168
- ONTARIO**
- London  
**Industrial Research Assistance Program**  
c/o University of Western Ontario  
Faculty of Engineering and Science  
Room 2084  
N6A 5B9  
(519) 645-5279
- Mississauga  
**Industrial Research Assistance Program**  
ORTECH International  
2395 Speakman Drive  
Sheraton Park Research Community  
L5K 1B3  
(416) 822-4111, ext 565
- Ottawa  
**Head Office**  
Montreal Road  
K1A 0R6  
(613) 993-9101  
Industrial Research Assistance Program:  
(613) 993-7005  
Institute for Research in Construction:  
(613) 993-2607  
Intellectual Property Services:  
(613) 990-9547  
(613) 952-6082 (Fax)
- Ottawa  
**Herzberg Institute of Astrophysics**  
Ottawa River Solar Observatory  
Shirley's Bay  
Mail: 100 Sussex Drive  
Ottawa K1A 0R6  
(613) 592-0993  
On Cloudy Days:  
(613) 993-7395
- St Catharines  
**Industrial Research Assistance Program**  
Brock University  
Mackenzie-Chown Complex,  
Room D430  
L2S 3A1  
(416) 668-5550, ext 4207
- Toronto  
**Industrial Research Assistance Program**  
Ontario Regional Office  
200 Town Centre Court, Suite 1101  
Scarborough  
M1P 4X8  
(416) 973-4484
- Waterloo  
**Industrial Research Assistance Program**  
Needles Hall  
University of Waterloo  
N2L 3G1  
(519) 888-4049
- Windsor  
**Industrial Research Assistance Program**  
360 Sunset Avenue  
University of Windsor  
N9B 3P4  
(519) 252-3380
- PRINCE EDWARD ISLAND**
- Charlottetown  
**Industrial Research Assistance Program**  
West Royalty Industrial Park  
C1E 1B0  
(902) 566-7640

**National Research Council  
Canada** *(continued)*

**QUEBEC**

Boucherville  
**Industrial Materials Institute**  
75 De Mortagne Boulevard  
J4B 6Y4  
(514) 641-2280

Jonquière  
**Industrial Research Assistance  
Program**  
Automated Production Centre  
2505 St Hubert Street  
Post Office Box 340  
G7X 7W2  
(418) 542-4668

Montreal  
**Biotechnology Research Institute**  
6100 Royalmount Avenue  
H4P 2R2  
(514) 496-6100

Montreal  
**Industrial Research Assistance  
Program**  
CRIQ Building  
8475 Christophe Colomb Avenue  
H2M 2N9  
(514) 283-8231

Montreal  
**Industrial Research Assistance  
Program**  
McGill University  
817 Sherbrooke Street West  
H3A 2K6  
(514) 283-0342

Montreal  
**Industrial Research Assistance  
Program**  
Université de Montréal  
Post Office Box 6128, Station A  
H3C 3J7  
(514) 283-0345

Montreal  
**Industrial Research Assistance  
Program**  
École Polytechnique, Room A204-5  
Université de Montréal  
Post Office Box 6079, Station A  
H3C 3A7  
(514) 283-0639

Quebec  
**Industrial Research Assistance  
Program**  
333 Franquet Street  
Sainte-Foy  
G1P 4C7  
(418) 648-3419

Quebec  
**Industrial Research Assistance  
Program**  
Technology Park of Metropolitan  
Quebec  
360 Franquet Street  
Sainte-Foy  
G1P 4N9  
(418) 648-3520

Saint-Hyacinthe  
**Industrial Research Assistance  
Program**  
c/o Agriculture Canada-FRDC  
3600 Casavant Boulevard  
J2S 8E3  
(514) 773-1105

Sherbrooke  
**Industrial Research Assistance  
Program**  
University of Sherbrooke  
Administration Faculty, Suite A1-318  
J1K 2R1  
(819) 564-5642

**SASKATCHEWAN**

Regina  
**Industrial Research Assistance  
Program**  
515 Henderson Drive  
S4N 5X1  
(306) 780-6964

Saskatoon  
110 Gymnasium Place  
S7N 0W9  
Industrial Research Assistance  
Program:  
(306) 975-4711  
Plant Biotechnology Institute:  
(306) 975-4190

---

**National Round Table on the  
Environment and the Economy  
(NRTEE)**

---

**ONTARIO**

Ottawa  
1 Nicholas Street, Suite 1500  
K1N 7B7  
(613) 992-7189  
(613) 992-7385 (Fax)

---

**Natural Sciences and Engineering  
Research Council (NSERC)**

---

**ONTARIO**

Ottawa  
Centennial Towers  
200 Kent Street  
K1A 1H5  
(613) 995-5992

**National Search and Rescue  
Secretariat (NSS)**

---

**ONTARIO**

Ottawa  
Standard Life Building, 4th Floor  
275 Slater Street  
K1A 0K2  
(613) 992-0063  
(613) 996-3746 (Fax)

---

**National Transportation Agency  
of Canada (NTA)**

---

**BRITISH COLUMBIA**

Vancouver  
**Pacific Regional Office**  
800 Burrard Street, Suite 1310  
V6Z 2G7  
(604) 666-2050  
(604) 666-1267 (Fax)  
Market Entry and Analysis Branch  
Field Investigations Directorate:  
(604) 666-0620

**NEW BRUNSWICK**

Moncton  
**Atlantic Regional Office**  
Assumption Place, 10th Floor  
770 Main Street  
Post Office Box 6080  
E1C 9L5  
(506) 851-7441  
(506) 851-7105 (Fax)

**ONTARIO**

Thunder Bay  
**Market Entry and Analysis Branch**  
Field Investigations Directorate  
28 North Cumberland Street  
Suite 404  
P7A 4K9  
(807) 345-3534  
(807) 345-8045 (Fax)

Toronto  
**Regional Office**  
Government of Canada Building  
Suite 827  
200 Town Centre Court  
Scarborough  
M1P 4X8  
(416) 973-1865  
(416) 973-5162 (Fax)

**QUEBEC**

Hull  
**Head Office**  
Les Terrasses de la Chaudière  
15 Eddy Street  
Mail: Ottawa, Ontario K1A 0N9  
General Inquiries:  
(819) 997-0344  
(819) 953-8353 (Fax)





**Montreal**  
**Quebec Regional Office**  
 606 Cathcart Street, Suite 605  
 H3B 1K9  
 (514) 283-4064  
 (514) 283-9702 (Fax)  
 Regional Investigator for Quebec:  
 (514) 283-7620

#### SASKATCHEWAN

**Saskatoon**  
**Western Regional Office**  
 350 3rd Avenue North, Suite 301  
 S7K 6G7  
 (306) 975-5201  
 (306) 975-5206 (Fax)

#### YUKON

**Whitehorse**  
**Northern Regional Office**  
 Air Terminal Building  
 Mezzanine Level, Suite 304  
 Whitehorse Airport  
 Y1A 3E4  
 (403) 668-4564  
 (403) 668-7954 (Fax)

#### Office of the Auditor General of Canada (OAG)

#### ALBERTA

**Edmonton**  
**Regional Office**  
 Manulife Place, Suite 2460  
 10180 101st Street  
 T5J 3S4  
 (403) 495-2028

#### BRITISH COLUMBIA

**Vancouver**  
**Regional Office**  
 Sinclair Centre, Suite 250  
 757 West Hastings Street  
 V6C 1A1  
 (604) 666-3596

#### MANITOBA

**Winnipeg**  
**Regional Office**  
 240 Graham Avenue, Room 630  
 R3C 0J7  
 (204) 983-2426

#### NOVA SCOTIA

**Halifax**  
**Regional Office**  
 Centennial Building, Suite 414  
 1660 Hollis Street  
 B3J 1V7  
 (902) 426-7721

#### ONTARIO

**Ottawa**  
**Head Office**  
 C D Howe Building, 11th Floor, West Tower  
 240 Sparks Street  
 K1A 0G6  
 (613) 995-3766

#### QUEBEC

**Montreal**  
**Regional Office**  
 685 Cathcart Street, 10th Floor  
 H3B 1M7  
 (514) 283-6086  
 (514) 283-1715 (Fax)

#### Office of the Commissioner of Official Languages (OCOL)

#### ALBERTA

**Edmonton**  
**Alberta, British Columbia, Northwest Territories and Yukon Region**  
 Liberty Building, Room 1100A  
 10506 Jasper Avenue  
 T5J 2W9  
 (403) 495-3111  
 (403) 495-4094 (Fax)

#### MANITOBA

**Winnipeg**  
**Manitoba and Saskatchewan Region**  
 Centre Ville Building  
 131 Provencher Boulevard,  
 Room 200  
 R2H 0G2  
 (204) 983-2111  
 (204) 983-7801 (Fax)

#### NEW BRUNSWICK

**Moncton**  
**Atlantic Region**  
 Heritage Court, Suite 303  
 95 Foundry Street  
 E1C 5H7  
 (506) 851-7047  
 (506) 851-7046 (Fax)

#### ONTARIO

**Ottawa**  
**Head Office**  
 110 O'Connor Street  
 K1A 0T8  
 (613) 992-5264  
 (613) 993-5082 (Fax)

#### Toronto

**Ontario Region**  
 1 Dundas Street West, Suite 2410  
 Post Office Box 24  
 M5G 1Z3  
 (416) 973-1903  
 (416) 973-1906 (Fax)

#### QUEBEC

**Montreal**  
**Quebec Region**  
 1981 McGill College Avenue,  
 Room 470  
 H3A 2W9  
 (514) 283-4996  
 (514) 283-6677 (Fax)

#### Office of the Superintendent of Financial Institutions Canada (OSFI)

#### BRITISH COLUMBIA

**Vancouver**  
 800 Burrard Street, Suite 940  
 V6Z 2G7  
 (604) 666-5335

#### MANITOBA

**Winnipeg**  
 One Lakeview Square, Suite 307  
 155 Carlton Street  
 R3C 3H8  
 (204) 983-4140

#### ONTARIO

**Ottawa**  
**Head Office**  
 Kent Square  
 255 Albert Street  
 K1A 0H2  
 (613) 990-7788

#### Toronto

1 Front Street West, 2nd Floor West  
 M5J 1A5  
 (416) 973-9280

#### QUEBEC

**Montreal**  
 Guy Favreau Complex  
 West Tower, Room 909  
 200 René Lévesque Boulevard West  
 H2Z 1X4  
 (514) 283-4836

#### Pension Appeals Board (PAB)

#### ONTARIO

**Ottawa**  
 381 Kent Street, Room 327  
 Post Office Box 8567  
 K1G 3H9  
 (613) 995-0612

---

**Privacy Commissioner of Canada (PCC)**


---

**ONTARIO**

Ottawa  
Place de Ville  
Tower B, 3rd Floor  
112 Kent Street  
K1A 1H3  
(613) 995-2410  
(613) 995-1501 (Fax)

---

**Privy Council Office (PCO)**


---

**ONTARIO**

Ottawa  
Langevin Block  
80 Wellington Street  
K1A 0A3  
(613) 957-5153

---

**Prime Minister's Office (PMO)**


---

**ONTARIO**

Ottawa  
Langevin Block  
80 Wellington Street  
K1A 0A3  
(613) 992-4211

---

**Patented Medicine Prices Review Board Canada (PMPRB)**


---

**ONTARIO**

Ottawa  
Trebla Building, 6th Floor  
473 Albert Street  
K1A 0C9  
(613) 952-7360

---

**Passport Office (PO)**


---

**ALBERTA**

Calgary  
First Street Plaza, Suite 440  
138 4th Avenue South East  
T2G 4Z6  
(403) 292-5172  
(403) 292-5174 (service in French)  
(403) 292-4885 (Fax)

Edmonton  
Canada Place Building, Suite 1630  
9700 Jasper Avenue  
T5J 4C3  
(403) 495-2622  
(403) 495-6188 (service in French)  
(403) 495-6536 (Fax)

**BRITISH COLUMBIA**

Surrey  
Guildford Landmark Building,  
Suite 405  
15127 100th Avenue  
V3R 0N9  
(604) 775-6250  
(604) 775-6248 (Fax)

Vancouver  
Sinclair Centre, Suite 240  
757 West Hastings Street  
V6C 1A1  
(604) 666-0221  
(604) 666-1691 (Fax)

Victoria  
Custom House, Suite 228  
816 Government Street  
V8W 1W9  
(604) 363-0213  
(604) 363-3184 (Fax)

**MANITOBA**

Winnipeg  
Revenue Building, Suite 308  
391 York Avenue  
R3C 0P4  
(204) 983-2190  
(204) 983-6576 (service in French)  
(204) 983-2090 (recorded message)  
(204) 983-4025 (Fax)

**NEW BRUNSWICK**

Fredericton  
King's Place, Suite 601  
440 King Street  
E3B 5H8  
(506) 452-3902  
(506) 452-3900 (recorded message)  
(506) 452-2411 (Fax)

**NEWFOUNDLAND**

St John's  
Toronto Dominion Place, Suite 702  
140 Water Street  
A1C 6H6  
(709) 772-4616  
(709) 772-4679 (Fax)

**NOVA SCOTIA**

Halifax  
Scotia Square  
Duke Tower, Suite 608  
5251 Duke Street  
B3J 1P4  
(902) 426-2771  
(902) 426-2770 (recorded message)  
(902) 426-4620 (Fax)

**ONTARIO**

Hamilton  
Standard Life Building, Suite 330  
120 King Street West  
L8P 4V2  
(416) 572-2303  
(416) 572-2217 (recorded message)  
(416) 572-2895 (Fax)

London  
Government of Canada Building,  
Suite 803  
451 Talbot Street  
N6A 5C9  
(519) 645-4367  
(519) 645-4366 (recorded message)  
(519) 645-5446 (Fax)

Ottawa  
Ottawa Public Counter  
C D Howe Building  
West Tower, 1st Floor  
240 Sparks Street  
K1P 6C9  
(613) 995-8826  
(613) 992-6587 (Fax)

Thunder Bay  
Royal Insurance Building  
28 North Cumberland Street,  
Suite 406  
P7A 4K9  
(807) 343-5591  
(807) 345-4836 (Fax)

Toronto  
438 University Avenue, Suite 1100  
M5G 2K8  
(416) 973-3697  
(416) 973-3251 (recorded message)

Toronto  
5001 Yonge Street, 4th Floor South  
North York  
M2N 6P6  
(416) 973-3697  
(416) 973-3251 (recorded message)  
(416) 973-1900 (Fax)

Toronto  
200 Town Centre Court, Suite 828  
Scarborough  
M1P 4X6  
(416) 973-3697  
(416) 973-3251 (recorded message)  
(416) 973-7671 (Fax)

Windsor  
Bank of Commerce Building,  
Room 504  
100 Ouellette Avenue  
N9A 6T3  
(519) 253-3507  
(519) 253-3421 (Fax)



**QUEBEC****Hull****Headquarters**

Place du Centre, 6th Floor  
200 Promenade du Portage  
J8X 4B7  
(819) 994-3538

**Jonquière**

Saint Michel Place, Room 302  
3885 Harvey Boulevard  
G7X 9B1  
(418) 542-0877  
(418) 542-3994 (Fax)

**Laval**

2550 Daniel Johnson Boulevard,  
Suite 300  
H7T 2R3  
(514) 283-2152  
(514) 973-5609 (Fax)

**Montreal**

3300 Côte Vertu Road, Suite 112  
Saint-Laurent  
H4R 2B7  
(514) 283-2152  
(514) 496-2260 (Fax)

**Montreal**

Guy Favreau Complex  
West Tower, Suite 215  
200 René Lévesque Boulevard West  
H2Z 1X4  
(514) 283-2152  
(514) 283-5698 (Fax)

**Quebec**

Belle Cour Place  
2590 Laurier Boulevard, Suite 1000  
Sainte-Foy  
G1V 4M6  
(418) 648-4990  
(418) 649-6195 (Fax)

**SASKATCHEWAN****Regina**

Canadian Imperial Bank of  
Commerce, Suite 502  
1867 Hamilton Street  
S4P 2C2  
(306) 780-7520  
(306) 780-7604 (service in French)  
(306) 780-7573 (Fax)

**Saskatoon**

Federal Building, Suite 605  
101 22nd Street East  
S7K 0E1  
(306) 975-5106  
(306) 975-6089 (service in French)  
(306) 975-5740 (Fax)

**Procurement Review Board of  
Canada (PRB)****ONTARIO****Ottawa**

60 Queen Street, Suite 500  
Post Office Box 1533, Station B  
K1P 6P6

**Ports Canada (PRC)****BRITISH COLUMBIA****Prince Rupert**

**Prince Rupert Port Corporation**  
110 3rd Avenue West  
V8J 1K8  
(604) 627-7545

**Vancouver**

**Vancouver Port Corporation**  
200 Granville Street, Suite 1900  
V6C 2P9  
(604) 666-3226

**MANITOBA****Churchill**

**Canada Ports Corporation**  
Port of Churchill  
Post Office Box 217  
R0B 0E0  
(204) 675-8823

**NEW BRUNSWICK****Belledune**

**Canada Ports Corporation**  
Port of Belledune  
c/o National Office  
99 Metcalfe Street, 8th Floor  
Ottawa, Ontario K1A 0N6  
(613) 957-6766 (Ottawa)

**Saint John**

**Saint John Port Corporation**  
133 Prince William Street  
Post Office Box 6429, Station A  
E2L 4R8  
(506) 636-4869

**NEWFOUNDLAND****St John's**

**St John's Port Corporation**  
3 Water Street  
Post Office Box 6178  
A1C 5X8  
(709) 772-4664  
(709) 772-4582 (service in French)

**NOVA SCOTIA****Halifax**

**Halifax Port Corporation**  
Ocean Terminals  
1215 Marginal Road, Pier 19  
Post Office Box 336  
B3J 2P6  
(902) 426-8222

**ONTARIO****Ottawa****National Office**

99 Metcalfe Street, 8th Floor  
K1A 0N6  
(613) 957-6787  
Canada Ports Corporation:  
(613) 957-6766  
(613) 957-6745 (service in French)

**Port Colborne****Canada Ports Corporation**

Port Colborne  
c/o National Office  
99 Metcalfe Street, 8th Floor  
Ottawa, Ontario K1A 0N6  
(613) 957-6766 (Ottawa)

**Prescott****Canada Ports Corporation**

Port of Prescott  
c/o National Office  
99 Metcalfe Street, 8th Floor  
Ottawa, Ontario K1A 0N6  
(613) 957-6766 (Ottawa)

**QUEBEC****Chicoutimi****Canada Ports Corporation**

Port Saguenay/Baie des Ha! Ha!  
49 Lafontaine Street  
Post Office Box 760  
G7H 5E1  
(418) 698-5535

**Montreal****Montreal Port Corporation**

Port of Montreal Building  
Cité du Havre, Wing 1  
H3C 3R5  
(514) 283-7011

**Quebec****Port of Quebec Corporation**

150 Dalhousie Street  
Post Office Box 2268  
G1K 7P7  
(418) 648-3558

**Sept-Îles****Canada Ports Corporation**

Port of Sept-Îles  
421 Arnaud Street, Room 202  
G4R 3B3  
(418) 968-1231

**Trois-Rivières****Canada Ports Corporation**

Port of Trois-Rivières  
1545 Du Fleuve Street  
Post Office Box 999  
G9A 5K2  
(819) 378-3939

## Public Service Commission of Canada (PSC)

### ALBERTA

#### Calgary

##### Language Training Canada

Harry Hays Building, Room 486  
220 4th Avenue South East  
T2P 3R9  
(403) 292-5412  
(403) 292-5435 (Fax)

#### Edmonton

##### Regional Office

Canada Place, Suite 830  
9700 Jasper Avenue  
T5J 4G3  
(403) 495-3144

##### Appeals and Investigations:

(403) 495-4567  
(403) 495-4378 (Fax)

##### Language Training Canada:

(403) 495-6128  
(403) 495-4839 (Fax)

##### Training and Development Canada:

(403) 495-6132  
(403) 495-3145 (Fax)

### BRITISH COLUMBIA

#### Vancouver

Sinclair Centre, 2nd Floor  
757 West Hastings Street  
V6C 3M2  
(604) 666-4829  
(604) 666-0350 (automated service)  
Appeals and Investigations:  
(604) 666-6074  
(604) 666-4900 (Fax)  
Language Training Canada:  
(604) 666-6689  
(604) 666-0127 (Fax)  
Training and Development Canada:  
(604) 666-3746

#### Victoria

Federal Building, 4th Floor  
1230 Government Street  
V8W 1Y3  
(604) 363-0588  
Training and Development Canada:  
(604) 363-0575  
(604) 363-0558 (Fax)

### MANITOBA

#### Winnipeg

MacDonald Building, Room 200  
344 Edmonton Street  
R3B 2L4  
(204) 983-2166  
Appeals and Investigations:  
(204) 983-2679  
Language Training Canada:  
(204) 983-2858  
(204) 983-8188 (Fax)  
Training and Development Canada:  
(204) 983-2635  
(204) 983-8188 (Fax)

### NEW BRUNSWICK

#### Moncton

Toronto Dominion Building, 7th Floor  
777 Main Street  
E1C 1E9  
(506) 851-2369  
Language Training Canada:  
(506) 851-6618 (Fax)  
Training and Development Canada:  
(506) 851-2068  
(506) 851-6618 (Fax)

### NEWFOUNDLAND

#### St John's

Cormack Building, Suite 302  
2 Steers Cove  
A1C 6J5  
(709) 772-4812  
(709) 772-4316 (Fax)

### NORTHWEST TERRITORIES

#### Iqaluit

##### Northern Careers Program

161 Iqaluit Street  
Post Office Box 1119  
X0A 0H0  
(819) 979-6268

#### Yellowknife

Precambrian Building, 9th Floor  
4922 52nd Street  
Post Office Box 2730  
X1A 2R1  
(403) 873-3545  
Northern Careers Program:  
(403) 873-3545

### NOVA SCOTIA

#### Halifax

1888 Brunswick Street, 7th Floor  
B3J 1M8  
(902) 426-2990  
(902) 426-0507 (Fax)  
Appeals and Investigations:  
(902) 426-6751  
(902) 426-9767 (Fax)  
Language Training Canada:  
(902) 426-2606  
(902) 426-7455 (Fax)  
Training and Development Canada:  
(902) 426-7550  
(902) 426-7455 (Fax)

### ONTARIO

#### Ottawa

##### Head Office

L'Esplanade Laurier  
West Tower, 22nd Floor  
300 Laurier Avenue West  
K1A 0M7  
(613) 995-6134  
(613) 995-2775 (Fax)  
Appeals and Investigations:  
(613) 996-4200  
(613) 996-7029 (Fax)

#### Ottawa

800 Carson Road  
K1A 0M7  
(613) 993-0172  
Language Training Canada:  
(613) 991-9146  
Pavilion A (613) 993-7852 (Fax)  
Pavilion B (613) 993-9276 (Fax)  
Training and Development Canada:  
(613) 991-4636  
(613) 998-7859 (Fax)

#### Ottawa

66 Slater Street, 3rd Floor  
K1A 0M7  
(613) 996-8118  
(613) 996-8436 (automated service)

#### Toronto

Dominion Public Building, 3rd Floor  
1 Front Street West  
M5J 2R5  
(416) 973-3131  
(416) 973-4636 (automated service)  
Appeals and Investigations:  
(416) 973-3715  
Language Training Canada:  
(416) 973-5877  
(416) 973-9036 (Fax)  
Training and Development Canada:  
(416) 973-3007  
(416) 973-8077 (Fax)

### PRINCE EDWARD ISLAND

#### Charlottetown

119 Kent Street  
C1A 1N3  
(902) 566-7030  
(902) 566-7036 (Fax)  
Language Training Canada:  
(902) 566-8235

### QUEBEC

#### Hull

##### Language Training Canada

Asticou Centre  
241 Cité des Jeunes Boulevard  
Mail: Ottawa, Ontario K1A 0M7  
(819) 994-3115  
(819) 994-7868 (Fax)

#### Montreal

Guy Favreau Complex  
West Tower, 8th Floor  
200 René Lévesque Boulevard West  
H2Z 1X4  
(514) 283-5776 (automated service)  
(514) 283-6380 (Fax)  
Appeals and Investigations:  
(514) 283-2514  
(514) 283-3350 (Fax)  
Language Training Canada:  
(514) 283-5389  
Training and Development Canada:  
(514) 283-2722





Quebec  
Sillery Place, 2nd Floor  
1126 St Louis Road  
Sillery  
G1S 1E5  
(418) 648-3230  
Appeals and Investigations:  
(418) 648-2573

Quebec  
1122 St Louis Road, Room 305  
Sillery  
G1S 1E5  
(418) 648-4256 (Fax)  
Language Training Canada:  
(418) 648-3531  
Training and Development Canada:  
(418) 648-3023

#### SASKATCHEWAN

Regina  
Federal Building  
1975 Scarth Street, Room 400  
S4P 2H1  
(306) 780-5720

#### YUKON

Whitehorse  
300 Main Street, Suite 400  
Y1A 2B5  
(403) 667-3900  
Northern Careers Program:  
(403) 667-3907  
(403) 668-5033 (Fax)

#### Public Service Staff Relations Board (PSSRB)

#### ONTARIO

Ottawa  
C D Howe Building  
West Tower, 6th Floor  
240 Sparks Street  
Post Office Box 1525, Station B  
K1P 5V2  
(613) 990-1800

#### Public Works Canada (PWC)

#### ALBERTA

Calgary  
**Alberta South District Office**  
Harry Hays Building, Room 632  
220 4th Avenue South East  
Post Office Box 2938, Station M  
T2P 3C3  
(403) 292-5898  
Corporate Management Branch:  
(403) 292-5706

Edmonton  
**Western Regional Office**  
Canada Place, Suite 1000  
9700 Jasper Avenue  
T5J 4E2  
(403) 497-3500  
(403) 497-3501 (service in French)

Edmonton  
**Alberta and Northwest Territories District Office**  
Oliver Building, 2nd Floor  
10225 100th Avenue  
T5J 1J9  
(403) 495-3262

#### BRITISH COLUMBIA

Fort Nelson  
4804 51st Avenue West  
Post Office Box 510  
V0C 1R0  
Architectural and Engineering Services:  
(604) 774-6956

Nanaimo  
60 Front Street  
V9R 5H7  
(604) 754-0203

New Westminster  
**Realty District Office**  
549 Columbia Street, Room 309  
V3L 1B3  
(604) 666-5017

New Westminster  
Annacis Marine Base  
100 Annacis Parkway  
V3M 6A2  
Architectural and Engineering Services:  
(604) 666-7786

Prince George  
280 Victoria Street, Room 319  
V2L 4X3  
Architectural and Engineering Services:  
(604) 561-5130  
Realty Services:  
(604) 561-5353

Vancouver  
**Pacific Regional Office**  
1166 Alberni Street  
V6E 3W5  
(604) 623-6100  
Air Transportation Sector:  
(604) 276-5445

Victoria  
1230 Government Street, Suite 402  
V8W 1Y3  
Realty Services:  
(604) 363-3543

Victoria  
Esquimalt Graving Dock  
825 Admirals Road  
V9A 2P1  
(604) 363-4021

#### MANITOBA

Winnipeg  
**District Office**  
Federal Building, Room 201  
269 Main Street  
Post Office Box 1408  
R3C 2Z1  
(204) 983-3731

#### NEW BRUNSWICK

Fredericton  
**District Office**  
633 Queen Street  
E3B 1C3  
(506) 452-3576

Moncton  
**District Office**  
Post Office Box 189  
E1C 8P9  
Architectural and Engineering Services:  
(506) 851-6558

Saint John  
**District Office**  
Customs Building  
189 Prince William Street  
Post Office Box 7350, Station A  
E2L 4J4  
(506) 636-4526

#### NEWFOUNDLAND

St John's  
Building 301  
Pleasantville  
Mail: Post Office Box 4600  
A1C 5T2  
(709) 772-4361

#### NOVA SCOTIA

Halifax  
**Atlantic Regional Office and Nova Scotia District Office**  
1713 Bedford Row  
Post Office Box 2247  
B3J 3C9  
(902) 496-5000

Halifax  
Central Guarantee Trust Building,  
Suite 1210  
1801 Hollis Street  
B3J 3N4  
(902) 426-7671

#### ONTARIO

Kingston  
Postal Bag 2900  
K7L 5P1  
(613) 545-8025

**Public Works Canada (continued)**  
**ONTARIO (continued)**

London  
**District Office**  
451 Talbot Street, 7th Floor  
Post Office Box 668, Station B  
N6A 4Y4  
(519) 645-4317

North Bay  
1184 Cassells Street  
P1B 4B6  
(705) 472-8440

Ottawa  
**Head Office**  
Sir Charles Tupper Building  
Riverside Drive  
K1A 0M2  
(613) 736-2400

Sault Ste Marie  
205 McNabb Street, Suite 201  
P6B 1Y3  
(705) 949-1511

Sudbury  
19 Lisgar Street, Room 323  
P3E 3L4  
(705) 671-0641

Thunder Bay  
221 North Archibald Street,  
Room 110  
P7C 3Y3  
(807) 625-7100

Toronto  
**Ontario Regional Office**  
Government of Canada Building  
4900 Yonge Street  
Willowdale  
M2N 6A6  
(416) 512-5500

**PRINCE EDWARD ISLAND**

Charlottetown  
**District Office**  
1 Harbourside Service Road  
Post Office Box 1268  
C1A 7M8  
(902) 566-7500

**QUEBEC**

Hull  
**National Capital Region**  
Place du Portage, Phase IV  
140 Promenade du Portage  
Mail: Ottawa, Ontario K1A 0M3  
(819) 775-4712  
Plans and Specifications Distribution:  
(819) 775-4024  
Tenders and Contracts:  
(819) 775-4031

Montreal  
**Quebec Regional Office**  
Guy Favreau Complex  
West Tower, 7th Floor  
200 René Lévesque Boulevard West  
H2Z 1X4  
(514) 496-3742

Quebec  
**District Office**  
Champlain Harbour Station  
901 Cap Diamant  
G1K 4K1  
(418) 649-2750

Rimouski  
180 De la Cathédrale Avenue  
G5L 5H9  
(418) 722-3000

**SASKATCHEWAN**

Saskatoon  
**District Office**  
101 22nd Street East, Suite 201  
S7K 0E1  
(306) 975-4660  
(306) 975-5022 (service in French)

**YUKON**

Whitehorse  
**District Office**  
204 Range Road  
Y1A 3V1  
Architectural and Engineering  
Services:  
(403) 667-3362  
Realty Services:  
(403) 668-2181

---

**Revenue Canada, Customs and  
Excise (RCCE)**

---

**ALBERTA**

Aden  
T0K 0A0  
(403) 344-2244

Calgary  
**Customs**  
Regional Office and District Office  
Harry Hays Building  
220 4th Avenue South East  
T2G 4X3  
(403) 292-4614  
District Office:  
(403) 292-8750 (recorded message)  
(403) 292-8759

Calgary  
**Excise and GST**  
Regional Office  
833 4th Avenue South West  
Post Office Box 2525, Station M  
T2P 3B7  
(403) 292-5678

Calgary  
**Excise**  
District Office  
Selkirk House, 4th Floor  
555 4th Avenue South West  
T2P 3E7  
(403) 221-3001

Carway  
**Customs**  
Carway Customs Office  
Mail: Post Office Box 699  
Cardston T0K 0K0  
(403) 653-3009

Coutts  
Post Office Box 220  
T0K 0N0  
(403) 344-3770

Del Bonita  
General Delivery  
T0K 0S0  
(403) 758-3613

Edmonton  
**Customs**  
105th Street Building, Room 800  
10242 105th Street  
T5J 4H8  
(403) 495-3400  
Customs Mail Centre:  
(403) 495-3405

Edmonton  
**Excise and GST**  
District Office  
Park Square, 15th Floor  
10001 Bellamy Hill Road  
T5J 4P5  
(403) 421-8100

Lethbridge  
**Customs**  
District Office  
714 5th Avenue South, Room 205  
T1J 0V1  
(403) 382-3119

Lethbridge  
**Excise and GST**  
District Office  
704 4th Avenue South, Room 300  
Postal Bag 3009  
T1J 4A9  
(403) 382-3013

Medicine Hat  
**Customs**  
District Office  
406 2nd Street South East  
T1A 0C3  
(403) 526-2567

Red Deer  
**Customs**  
District Office  
4980 49th Avenue  
T4N 6X1  
(403) 340-4200





- Red Deer  
**Excise and GST**  
District Office  
4996 49th Avenue  
Postal Bag 5013  
T4N 6A1  
(403) 341-7006
- Waterton Park  
Post Office Box 96  
T0K 2M0  
(403) 653-3535
- Wild Horse  
Port of Wild Horse  
Mail: Via Manyberries T0K 1L0  
(403) 868-2222
- BRITISH COLUMBIA**
- Aldergrove  
**Customs**  
Aldergrove Border Crossing  
10 Highway 13  
Rural Route 1  
V0X 1A0  
(604) 856-2791
- Campbell River  
**Customs**  
Federal Building, Room 115  
940 Alder Street  
V9W 2P8  
(604) 287-3761
- Carson  
**Customs**  
Carson Customs Office  
Rural Route 1  
Mail: Via Grand Forks V0H 1H0  
(604) 442-5551
- Cascade  
**Customs**  
Cascade Customs Office  
Mail: Post Office Box 210  
Christina Lake V0H 1E0  
(604) 447-9418
- Chopaka  
**Customs**  
Chopaka Customs Office  
Rural Route 1  
Mail: Via Cawston V0X 1C0  
(604) 499-2755
- Courtenay  
**Customs**  
375 Cliffe Avenue  
V9N 2J1  
(604) 334-3424
- Cranbrook  
**Customs**  
Airport Road  
Post Office Box 610  
V1C 4J2  
(604) 426-2161
- Dawson Creek  
**Customs**  
Federal Building, Room 101  
1005 104th Avenue  
V1G 2H9  
(604) 782-7373
- Delta  
**Customs**  
Boundary Bay Customs Office  
4 56th Street  
V4L 1Z2  
(604) 943-0128
- Douglas  
**Customs**  
Douglas Customs Office  
Mail: 28 176th Street  
Surrey V3S 5J9
- Fraser  
**Customs**  
Fraser Customs Office  
Mail: 300 Main Street, Room 110  
Whitehorse, Yukon Y1A 2B5  
(403) 821-4111
- Huntingdon  
**Customs**  
V0X 1M0  
(604) 856-7704
- Kamloops  
**Customs**  
3035 Airport Drive, Room 130  
V2B 7X1  
(604) 376-4758
- Kelowna  
**Customs**  
Federal Building, Room 102  
251 Lawrence Avenue  
V1Y 6L2  
(604) 861-8016
- Kelowna  
**Excise and GST**  
Capri Centre Office Tower, Suite 200  
1835 Gordon Drive  
V1Y 3H5  
(604) 861-4884  
(604) 862-4744 (Fax)
- Kingsgate  
**Customs**  
General Delivery  
V0B 1V0  
(604) 424-5391
- Kitimat  
**Customs**  
Federal Building, Room 307  
450 City Centre  
V8C 1T6  
(604) 632-7611
- Midway  
**Customs**  
Post Office Box 97  
V0H 1M0  
(604) 449-2331
- Nanaimo  
**Customs**  
Federal Building, Room 201A  
60 Front Street  
V9R 5H7  
(604) 754-0341
- Nelway  
**Customs**  
Nelway Border Crossing  
Mail: Post Office Box 340  
Salmo V0G 1Z0  
(604) 357-9940
- New Westminster  
**Customs**  
Federal Building, Room 415  
549 Columbia Street  
V3L 1B3  
(604) 666-6106
- Osoyoos  
**Customs**  
Rural Route 1  
V0H 1V0  
(604) 495-6531
- Paterson  
**Customs**  
Paterson Border Crossing  
Mail: Post Office Box 1030  
Rossland V0G 1Y0  
(604) 362-7341
- Penticton  
**Customs**  
Rural Route 2, Site 30,  
Compartment 14  
V2A 6J7  
(604) 492-3095
- Pleasant Camp  
**Customs**  
Pleasant Camp Customs Office  
Mail: 300 Main Street, Room 110  
Whitehorse, Yukon Y1A 2B5  
(907) 767-5540 (Alaska area code)  
(907) 767-5543 (Fax)
- Port Alberni  
**Customs**  
Federal Building, Room 204  
4877 Argyle Street  
V9Y 1V9  
(604) 723-6612
- Powell River  
**Customs**  
Federal Building  
4812 Joyce Avenue  
V8A 3B8  
(604) 485-2243
- Prince George  
**Customs**  
Revenue Building  
1323 5th Avenue  
V2L 3L6  
(604) 561-5281  
(604) 561-7291 (Fax)

**Revenue Canada, Customs and Excise** (*continued*)  
**BRITISH COLUMBIA** (*continued*)

Prince George

**Excise and GST**

1441 7th Avenue  
 Postal Bag 7500  
 V2L 5N8  
 (604) 561-7800  
 (604) 561-7810 (Fax)

Prince Rupert

**Customs**

309 2nd Avenue West, Room 460  
 V8J 3T1  
 (604) 627-3003  
 (604) 627-3007 (Fax)

Roosville

**Customs**

Roosville Customs Office  
 Mail: Post Office Box 72  
 Grasmere V0B 1R0  
 (604) 887-3421  
 (604) 887-3247 (Fax)

Rykerts

**Customs**

Rykerts Customs Office  
 Mail: Post Office Box 1340  
 Creston V0B 1G0  
 (604) 428-2575  
 (604) 428-5310 (Fax)

Sidney

**Customs**

Post Office Box 2548  
 V8L 4B9  
 (604) 363-6644

Surrey

**Customs**

Pacific Highway District  
 28 176th Street  
 V3S 5J9  
 (604) 538-3600  
 (604) 538-3670 (Fax)

Vancouver

**Customs**

Regional Office  
 Customs Building  
 333 Dunsmuir Street  
 V6B 5R4  
 (604) 666-0545  
 Vancouver International Airport:  
 (604) 666-1802

Vancouver

**Customs**

United Terminal Building, Room 210  
 7867 Express Street  
 Burnaby  
 V5A 1S7  
 (604) 420-5812

Vancouver

**Customs**

International Mail Clearance  
 685 Hamilton Street  
 V6B 2R4  
 (604) 666-3392

Vancouver

**Excise and GST**

Regional Office  
 4800 Kingsway, Suite 490  
 Burnaby  
 V5H 4J2  
 (604) 775-5131  
 (604) 775-5055 (Fax)

Vancouver

**Excise and GST**

District Office  
 4664 Lougheed Highway, Room 201  
 Burnaby  
 V5C 6C2  
 (604) 666-4664

Vancouver

**Excise and GST**

1385 West 8th Avenue, Room 301  
 V6H 3V9  
 (604) 775-5300  
 (604) 775-5237 (Fax)

Vernon

**Customs**

3101 32nd Avenue  
 V1T 2M2  
 (604) 542-3194

Victoria

**Customs**

Custom House, Room 107  
 816 Government Street  
 V8W 1X1  
 (604) 363-6645

Victoria

**Excise and GST**

747 Fort Street, 5th Floor  
 Post Office Box 3400, Station E  
 V8W 3R1  
 (604) 363-0500  
 (604) 363-3000 (Fax)

Waneta

**Customs**

Waneta Customs Office  
 Mail: Suburban Service 1  
 Site 11, Box 51  
 Via Trail V1R 2Y8  
 (604) 367-9656  
 (604) 367-6387 (Fax)

**MANITOBA**

Boissevain

Post Office Box 1150  
 R0K 0E0  
 (204) 534-6336

Brandon

**Excise and GST**

725 Rosser Avenue  
 Post Office Box 99  
 R7A 5Y6  
 (204) 726-7800

Cartwright

Cartwright Office  
 Mail: Post Office Box 1150  
 Boissevain R0K 0L0  
 (204) 529-2437

Churchill

General Delivery  
 R0B 0E0  
 (204) 675-2940  
 (Navigation season)

Coulter

**Customs**

Coulter Customs Office  
 Mail: General Delivery  
 North Portal, Saskatchewan  
 S0C 1W0  
 (204) 649-2355

Crystal City

Crystal City Office  
 Mail: Post Office Box 1150  
 Boissevain R0K 0E0  
 (204) 873-2250

Emerson

Highway 75  
 R0A 0L0  
 Emerson West traffic from North  
 Dakota (Interstate 29):  
 (204) 373-2524  
 Emerson East traffic from Minnesota  
 (Highway 75):  
 (204) 373-2210

Goodlands

Goodlands Office  
 Mail: Post Office Box 1150  
 Boissevain R0K 0E0  
 (204) 658-3516

Gretna

Post Office Box 427  
 R0G 0V0  
 (204) 327-5370

Lena

**Customs**

Lena Customs Office  
 Mail: Post Office Box 1150  
 Boissevain R0K 0E0  
 (204) 523-4525

Lyleton

Lyleton Office  
 Mail: General Delivery  
 North Portal, Saskatchewan  
 S0C 1W0  
 (204) 649-2255

Piney

R0A 1K0  
 (204) 423-2153





Snowflake  
R0G 2K0  
(204) 876-4705

South Junction  
R0A 1Y0  
(204) 437-2266

Sprague  
Post Office Box 20  
R0A 1Z0  
(204) 437-2361

Tolstoi  
R0A 2E0  
(204) 427-2076

Windygates  
**Customs**  
Windygates Customs Office  
Rural Route 1  
Mail: Via Darlingford R0G 0L0  
(204) 246-2201

Winkler  
Rural Route 1  
R6W 4A1  
(204) 325-8503

Winnipeg  
**Central Regional Office**  
269 Main Street  
R3C 1B3  
(204) 983-3759

Winnipeg  
**Customs**  
Winnipeg Airport  
2000 Wellington Avenue  
R2R 0S6  
(204) 983-6004

Winnipeg  
**Excise and GST**  
Central Regional Office  
280 Broadway, 4th Floor  
Post Office Box 1022  
R3C 2W2  
(204) 983-4525

## NEW BRUNSWICK

Bathurst  
475 King Avenue  
Post Office Box 506  
E2A 3Z4  
(506) 548-7461

Bloomfield  
**Customs**  
Bloomfield Customs Office  
Rural Route 2  
Mail: Via Lakeville E0J 1S0  
(506) 328-3872

Campobello  
Campobello Office  
Mail: Welshpool Post Office  
Welshpool E0G 3H0  
(506) 752-2091

Caraquet  
Post Office Box 148  
E0B 1K0  
(506) 727-3184

Centreville  
**Customs**  
Rural Route 5  
E0J 1H0  
(506) 276-3519

Clair  
**Customs**  
356 Main Street  
E0L 1B0  
(506) 992-2124

Dalhousie  
**Customs**  
Adelaide Street  
Post Office Box 809  
E0K 1B0  
(506) 684-2296

Edmundston  
**Northern New Brunswick District**  
66 St François Street, Room 210  
E3V 1E6  
(506) 739-1835

Edmundston  
**Customs**  
66 St François Street  
E3V 1E6  
(506) 735-7114

Forest City  
**Customs**  
Forest City Customs Office  
Rural Route 1  
Mail: Via Canterbury E0H 1C0  
(506) 894-2452

Fosterville  
**Customs**  
Fosterville Customs Office  
Rural Route 1  
Mail: Via Canterbury E0H 1C0  
(506) 894-2281

Fredericton  
633 Queen Street  
Post Office Box 190  
E3B 4Y9  
(506) 452-3821 (Fax)  
Customs Information:  
(506) 452-3274  
Excise Information:  
(506) 452-3000

Grand Falls  
Hamilton Road  
Post Office Box 1300  
E0J 1M0  
(506) 473-3553

Lords Cove  
Deer Island Post Office  
E0G 2J0  
September 16 to June 14:  
(506) 747-2954  
June 15 to September 15:  
(506) 747-2190

Moncton  
**Excise and GST**  
District Office  
West Main Plaza, 1st Floor  
1600 Main Street  
Post Office Box 1070  
E1C 8P2  
(506) 851-7015  
GST:  
(506) 851-3727

Newcastle  
305 Pleasant Street  
E1V 1Y8  
(506) 622-0275

North Head  
**Customs**  
Post Office Box 70  
E0G 2M0  
(506) 662-3232

Perth – Andover  
**Customs**  
Rural Route 5  
E0J 1V0  
(506) 273-2073

River de Chute  
**Customs**  
River de Chute Customs Office  
Rural Route 2  
Mail: Via Florenceville E0J 1K0  
(506) 276-4784

St Andrews  
Federal Building  
Post Office Box 509  
E0G 2X0  
(506) 529-3198

St Croix  
**Customs**  
St Croix Customs Office  
Rural Route 1  
Mail: Via McAdam E0H 1K0  
(506) 784-2225

Saint John  
**Customs**  
Southern New Brunswick District  
Customs Building  
189 Prince William Street  
Post Office Box 1140  
E2L 4E6  
(506) 636-4501  
Port Office:  
(506) 636-4904

Saint John  
**Excise and GST**  
District Office  
Hilliard Place, Building B  
580 Main Street  
Post Office Box 6865, Station A  
E2L 4S3  
(506) 636-4909

**Revenue Canada, Customs and Excise** *(continued)*  
**NEW BRUNSWICK** *(continued)*

Saint-Léonard  
**Customs**  
7 Bridge Street  
Post Office Box 420  
E0L 1M0  
(506) 423-6282

St Stephen  
204 Milltown Boulevard  
Post Office Box 160  
E3L 2X1  
(506) 466-2363

Woodstock  
**Central New Brunswick District**  
Rural Route 3  
Post Office Box 1989  
E0J 2B0  
(506) 328-9988

**NEWFOUNDLAND**

Argentia  
**Customs**  
Argentia Customs Office  
Mail: Post Office Box 160  
Freshwater A0B 1W0  
(709) 227-2691

Burgeo  
Federal Building  
Post Office Box 119  
A0M 1A0  
(709) 886-3330

Comer Brook  
Federal Building, Room 201  
Main Street  
Post Office Box 1047  
A2H 6J3  
(709) 637-4494

Fortune  
Bayview Street  
Post Office Box 189  
A0E 1P0  
(709) 832-2000

Gander  
Gander International Airport,  
2nd Floor  
Post Office Box 350  
A1V 1W7  
(709) 256-6582  
Airport Operations:  
(709) 256-6583

Grand Falls – Windsor  
7 High Street  
Post Office Box 217  
A2A 2J7  
(709) 489-2166

Happy Valley – Goose Bay  
Labrador  
Building 412  
Post Office Box 790, Station A  
A0P 1S0  
(709) 896-3290

Harbour Grace  
Federal Building  
Water Street  
Post Office Box 40  
A0A 2M0  
(709) 596-3481

St John's  
**Customs**  
Newfoundland and Labrador District  
Office  
Atlantic Place, 6th Floor  
215 Water Street  
Post Office Box 77  
A1C 6C9  
(709) 772-2677

St John's  
**Excise and GST**  
Atlantic Place, 8th Floor  
215 Water Street  
Post Office Box 5500  
A1C 5W4  
(709) 772-2851

Stephenville  
Federal Building  
Main Street  
Post Office Box 155  
A2N 2Y9  
(709) 643-2833

**NORTHWEST TERRITORIES**

Inuvik  
Post Office Box 2220  
X0E 0T0  
(403) 979-2761

Iqaluit  
Post Office Box 500A  
X0A 0H0  
(819) 979-6714

Yellowknife  
**Customs**  
Post Office Building, 2nd Floor  
Post Office Box 220  
X1A 2N2  
(403) 920-2446

Yellowknife  
**Excise and GST**  
Precambrian Building, Suite 902  
4920 52nd Street  
X1A 3T1  
(403) 920-6650

**NOVA SCOTIA**

Amherst  
40 Prince Arthur Street  
B4H 1V9  
(902) 667-8655

Dartmouth  
**Excise**  
Atlantic Regional Office  
Metropolitan Place, 15th Floor  
99 Wyse Road  
Post Office Box 1658  
B3J 2Z8  
(902) 426-7800

Halifax  
Halifax International Airport  
Post Office Box 658  
Lower Sackville  
B4C 3J1  
(902) 426-1335

Halifax  
**Customs**  
Atlantic Regional Office  
1557 Hollis Street  
Post Office Box 3080, Halifax South  
Postal Station  
B3J 3G6  
(902) 426-2661

Halifax  
**Customs**  
International Mail Clearance  
6175 Almon Street  
Post Office Box 8446  
B3K 5M2  
(902) 426-5164

Halifax  
**Customs**  
Port of Halifax Customs Office  
1557 Hollis Street, 2nd Floor  
Post Office Box 520  
B3J 2R7  
(902) 426-2911

Halifax  
**Excise and GST**  
District Office  
CCL Group Building, 3rd Floor  
2695 Dutch Village Road  
Post Office Box 2900  
B3L 4N5  
(902) 426-1975

Kentville  
35 Webster Street  
Post Office Box 606  
B4N 3X7  
(902) 679-5310

Liverpool  
18 Market Street  
Post Office Box 1226  
B0T 1K0  
(902) 354-3268

Lunenburg  
Federal Building  
King Street  
Post Office Box 519  
B0J 2C0  
(902) 634-4401





New Glasgow  
Federal Building, Room 209  
East River Road  
Post Office Box 94  
B2H 5E1  
(902) 752-3153

Port Hawkesbury  
Federal Building  
402 Granville Street  
Post Office Box 350  
B0E 2V0  
(902) 625-2850

Shelburne  
Federal Building  
King and Mowatt Streets  
B0T 1W0  
(902) 875-2324

Sydney  
**Customs**  
66 Wentworth Street  
B1P 6T4  
(902) 564-7012

Truro  
Federal Building, Room 212  
664 Prince Street  
Post Office Box 445  
B2N 5C5  
(902) 895-4639

Yarmouth  
Ferry Terminal  
58 Water Street  
Post Office Box 430  
B5A 4B3  
(902) 742-0880

## ONTARIO

Amnrior  
**Customs**  
Federal Building  
90 Madawaska Street  
K7S 1S3  
(613) 623-2921

Barrie  
**Customs**  
370 Dunlop Street West, Unit 805  
Cedarpoint Business Park  
L4N 5R7  
(705) 728-5450

Barrie  
**Excise and GST**  
Sub-District Office  
99 Ferris Lane  
L4M 2Y2  
(705) 739-6000

Belleville  
**Customs**  
269 University Avenue  
Post Office Box 819  
K8N 5B5  
(613) 969-3627

Bracebridge  
**Customs**  
98 Manitoba Street  
P1L 1X6  
(705) 645-4642

Brampton  
**Customs**  
350 Rutherford Road South,  
Suite 204  
L6W 3P6  
(416) 454-0023

Brantford  
**Customs**  
41 Consol Road  
Post Office Box 1323  
N3T 5T6  
(519) 752-8203

Brockville  
Federal Building, Room 202  
36 George Street  
K6V 3V5  
(613) 342-3323

Cambridge  
**Customs**  
218 Samuelson Street  
N1R 1K8  
(519) 621-0330

Chatham  
**Customs**  
Judy LaMarsh Building  
65 William Street South  
N7M 4S2  
(519) 352-3990

Cobourg  
**Customs**  
39 Queen Street  
K9A 1M8  
(416) 372-7111

Collingwood  
**Customs**  
Federal Building  
44 Hurontario Street  
L9Y 3Z3  
(705) 445-3511

Cornwall  
**Customs**  
1056 Cornwall Island  
K6H 5R7  
(613) 938-4752

Fort Erie  
**Customs**  
Peace Bridge Plaza  
60 Walnut Street  
L2A 5N7  
(416) 871-3420

Fort Frances  
**Customs**  
301 Scott Street  
Post Office Box 638  
P9A 3M9  
(807) 274-7341  
International Bridge:  
(807) 274-3655 (24-hour service)

Georgetown  
34 Armstrong Avenue  
L7G 4R9  
(416) 877-3411

Goderich  
**Customs**  
Federal Building  
35 East Street  
N7A 3Y4  
(519) 524-8461

Guelph  
**Customs**  
71 Dawson Road  
N1H 1B1  
(519) 824-7030

Hamilton  
**Customs**  
Regional Office  
400 Grays Road, Suite 108  
L8E 3J6  
(416) 578-8715

Hamilton  
**Excise and GST**  
Standard Life Building, 3rd Floor  
120 King Street West  
Post Office Box 2588  
L8N 3K7  
(416) 570-7110

Hanover  
**Customs**  
Federal Building  
501 9th Avenue  
N4N 2M4  
(519) 364-2570

Kenora  
Federal Building  
100 Park Street  
Post Office Box 2020  
P9N 3X8  
(807) 468-7342  
Kenora Airport:  
(807) 548-5926

Kingston  
**Customs**  
Customs House  
294 King Street East, Main Floor  
K7L 3B2  
(613) 545-8050

Kingston  
**Excise and GST**  
District Office  
993 Princess Street  
Post Office Box 2600  
K7L 5P3  
(613) 545-5500

Kirkland Lake  
**Excise and GST**  
Sub-District Office  
6 Tweedsmuir Road, 4th Floor  
P2N 1H9  
(705) 567-9228

**Revenue Canada, Customs and Excise** *(continued)*  
**ONTARIO** *(continued)*

**Kitchener**  
**Customs**  
Government of Canada Building  
District Office  
29 Duke Street East  
Post Office Box 2157, Station B  
N2H 6M1  
(519) 745-9486

**Lansdowne**  
**Customs**  
Saint Lawrence East  
Thousand Islands Bridge  
General Delivery  
K0E 1L0  
(613) 659-2444

**Leamington**  
**Customs**  
215 Talbot Street East  
N8H 3X5  
(519) 326-9522

**Lindsay**  
**Customs**  
Federal Building  
34 Cambridge Street South  
General Delivery  
K9V 4R7  
(705) 324-4851

**London**  
**Customs**  
Dominion Public Building  
457 Richmond Street  
Post Office Box 665, Station B  
N6A 4Y4  
(519) 645-5174

**London**  
**Excise and GST**  
Southwestern Ontario Regional  
Office  
Dominion Public Building, 3rd Floor  
457 Richmond Street  
Post Office Box 5548  
N6A 4R3  
(519) 645-4145  
(Collect calls accepted)

**London**  
**Excise and GST**  
District Office  
148 Fullarton Street  
Post Office Box 638, Station B  
N6A 4Y4  
(519) 645-4154

**Midland**  
**Customs**  
525 Dominion Avenue  
L4R 1P7  
(705) 526-5221

**Mississauga**  
**Excise and GST**  
Toronto West District Office  
Sussex Centre, 3rd Floor  
90 Burnhamthorpe Road West  
L5B 3C3  
(416) 615-2105  
GST Inquiries:  
(416) 615-2102

**Newmarket**  
**Customs**  
180 Main Street South  
L3Y 3Z2  
(416) 895-9112

**Niagara Falls**  
**Customs**  
Niagara Main Office  
4551 Zimmerman Avenue  
Post Office Box 126  
L2E 6T1  
(416) 354-2745

**North Bay**  
**Customs**  
Canada Place, Suite 204  
107 Sheriff Avenue  
P1B 7K8  
(705) 472-9930

**North Bay**  
**Excise and GST**  
District Office  
Century Centre Plaza, 2nd Level  
180 Sheriff Avenue  
P1B 7K9  
(705) 494-7000

**Oakville**  
**Customs**  
1011 North Service Road East  
L6H 1A6  
(416) 845-4501  
(416) 845-4781

**Orangeville**  
**Customs**  
71 Broadway Avenue  
L9W 1K1  
(519) 941-3940

**Orillia**  
**Customs**  
25 Peter Street North  
L3V 6H8  
(705) 325-5151

**Oshawa**  
**Customs**  
310 Simcoe Street South  
L1H 4H7  
(416) 725-6515

**Ottawa**  
**Head Office**  
Communications Branch  
Connaught Building  
555 Mackenzie Avenue  
K1A 0L5  
(613) 957-0275

**Ottawa**  
**Customs**  
Regional Office  
2265 St Laurent Boulevard  
K1G 4K3  
(613) 993-0534  
(613) 991-0506  
Regional Collector's Office:  
(613) 991-0566

**Ottawa**  
**Excise and GST**  
Regional Office  
1730 St Laurent Boulevard, 7th Floor  
K1G 5L1  
(613) 990-9908

**Ottawa**  
**Excise and GST**  
2405 St Laurent Boulevard, Unit K  
K1G 3H9  
(613) 991-3850

**Owen Sound**  
**Customs**  
Federal Building, Room 207  
901 3rd Avenue East  
N4K 2K7  
(519) 376-0684

**Pelee Island**  
**Customs**  
N0R 1M0  
(519) 724-2933

**Pembroke**  
**Customs**  
162 Pembroke Street East  
K8A 3J7  
(613) 732-7421

**Perth**  
**Customs**  
Federal Building  
13 Herriott Street  
K7H 1S8  
(613) 267-2592

**Peterborough**  
**Customs**  
665 Neal Drive  
Post Office Box 598  
K9J 6Z6  
(705) 745-0528

**Pigeon River**  
**Customs**  
Pigeon River Customs Office  
Rural Route 7  
Mail: Via Thunder Bay P7C 5V5  
(807) 964-2093

**Port Colborne**  
**Customs**  
184 Elm Street  
L3K 4N8  
(416) 835-2286





- Prescott**  
**Customs**  
 Post Office Box 400  
 K0E 1T0  
 (613) 925-3378  
 Commercial Operations:  
 (613) 925-2933  
 Travellers' Service:  
 (613) 925-4225
- Rainy River**  
**Customs**  
 POW 1L0  
 (807) 852-3341
- St Catharines**  
**Customs**  
 55 King Street, Suite 606  
 Post Office Box 68  
 L2R 6R4  
 (416) 682-2643
- St Catharines**  
**Excise and GST**  
 1 St Paul Street, 2nd Floor  
 L2R 7L4  
 (416) 988-5809  
 (416) 988-5830
- St Thomas**  
**Customs**  
 Dominion Public Building  
 403 Talbot Street  
 N5P 1B7  
 (519) 631-1630
- Sarnia**  
**Customs**  
 St Clair District  
 105 Christina Street South  
 Post Office Box 640  
 N7T 7J7  
 (519) 344-7351  
 Blue Water Bridge:  
 (519) 383-1460 (24-hour service)
- Sault Ste Marie**  
**Customs**  
 125 Huron Street  
 P6A 1R3  
 (705) 949-2316  
 Bridge Plaza:  
 (705) 256-6721 (24-hour service)
- Sault Ste Marie**  
**Excise and GST**  
 Sub-District Office  
 Co-operative Building, Suite 301  
 205 McNabb Street  
 P6B 1Y3  
 (705) 945-5218
- Simcoe**  
**Customs**  
 124 Norfolk Street North  
 N3Y 3N8  
 (519) 426-0871
- Smiths Falls**  
 94 Beckwith Street  
 K7A 2C1  
 (613) 283-0548
- Sombra**  
 General Delivery  
 N0P 2H0  
 (519) 892-3461
- Stratford**  
**Customs**  
 782 Downie Street  
 Post Office Box 950  
 N5A 7M3  
 (519) 271-2040
- Sudbury**  
**Customs**  
 1855 LaSalle Boulevard  
 Post Office Box 2275  
 P3A 4S1  
 (705) 560-1486
- Sudbury**  
**GST**  
 Sub-District Office  
 127 Cedar Street, 4th Floor  
 P3E 1B1  
 (705) 671-0687
- Thunder Bay**  
**Customs**  
 33 South Court Street, Room 210  
 P7B 2W6  
 (807) 345-5421
- Thunder Bay**  
**Excise and GST**  
 District Office  
 214 Red River Road, Room 300  
 P7B 1A6  
 (807) 343-2800
- Tillsonburg**  
**Customs**  
 Town Centre Mall, Suite 203A  
 200 Broadway Street  
 N4G 5A7  
 (519) 842-5561
- Timmins**  
**Customs**  
 Federal Building  
 120 Cedar Street South  
 P4N 2G8  
 (705) 264-8503
- Toronto**  
**Customs**  
 1 Front Street West  
 Post Office Box 10, Station A  
 M5W 1A3  
 (416) 973-8022  
 Regional Collector's Office:  
 (416) 973-8258
- Toronto**  
**Customs**  
 Pearson International Airport  
 Post Office Box 40  
 Toronto AMF  
 L5P 1A2  
 General Inquiries:  
 (416) 676-3643  
 Merchandise Service:  
 (416) 676-3626  
 Travellers' Service:  
 (416) 676-4830 (Terminal One)  
 (416) 676-2883 (Terminal Two)  
 (416) 612-5416 (Terminal Three)
- Toronto**  
**Excise and GST**  
 Regional Office  
 100 Sheppard Avenue East,  
 6th Floor  
 North York  
 M2N 6N5  
 (416) 954-0111
- Toronto**  
**Excise and GST**  
 Toronto East District Office  
 305 Milner Avenue, 4th Floor  
 Scarborough  
 M1B 3V4  
 (416) 954-0212  
 (416) 954-0322
- Toronto**  
**Excise and GST**  
 25 St Clair Avenue East, 4th Floor  
 Post Office Box 100, Station Q  
 M4T 2L7  
 (416) 973-1545  
 (416) 973-1532  
 Information Services:  
 (416) 973-6561
- Toronto**  
**Excise and GST**  
 375 University Avenue, 9th Floor  
 M5G 2J5  
 (416) 954-0514
- Toronto**  
**Excise and GST**  
 4576 Yonge Street, 7th Floor  
 Willowdale  
 M2N 6N4  
 (416) 954-3173
- Trenton**  
**Customs**  
 70 Front Street  
 K8V 4N4  
 (613) 392-2770
- Wallaceburg**  
**Customs**  
 Federal Building  
 602 Wellington Street  
 N8A 4L4  
 (519) 627-2131

**Revenue Canada, Customs and Excise** *(continued)*  
**ONTARIO** *(continued)*

Walpole Island  
**Customs**  
Walpole Island Customs Office  
Rural Route 3  
Mail: Via Wallaceburg N8A 4K9  
(519) 627-4242

Waterloo  
**Excise and GST**  
District Office  
470 Weber Street North  
Post Office Box 1617  
N2J 4T4  
(519) 725-3050

Welland  
**Customs**  
1 St Clare Avenue  
L3B 6A7  
(416) 732-7663

Windsor  
**Customs**  
Southwestern Ontario Regional Office  
185 Ouellette Avenue  
Post Office Box 2280  
Walkerville Postal Station  
N8Y 4R8  
(519) 973-8500  
Information:  
(519) 973-8522

Windsor  
**Excise and GST**  
Sub-District Office  
215 Eugenie Street West, 2nd Floor  
N8X 2X7  
(519) 250-2900

Woodstock  
**Customs**  
430 Springbank Avenue South  
N4V 1B2  
(519) 537-8241

**PRINCE EDWARD ISLAND**

Charlottetown  
**Customs**  
Dominion Building, Room 319  
97 Queen Street  
C1A 4A9  
(902) 566-7277

Charlottetown  
**Excise and GST**  
49 Water Street  
Post Office Box 1448  
C1A 7N1  
Information Only:  
(902) 566-7272 (Calls forwarded to Halifax)

Summerside  
**Customs**  
FIDA Building  
216 Water Street  
C1N 1B3  
(902) 436-3231

**QUEBEC**

Abercorn  
**Customs**  
Highway 139  
Post Office Box 220  
J0E 1B0  
(514) 538-2334

Baie-Comeau  
**Customs**  
164 Lasalle Boulevard  
G4Z 1S4  
(418) 296-2548

Beebe-Plain  
2 Principale Street  
J0B 1E0  
(819) 876-2119

Cap-aux-Meules  
Post Office Box 1135  
G0B 1B0  
(418) 986-3480

Chartierville  
165 St Hyacinthe Street  
J0B 1K0  
(819) 656-2262

Chicoutimi  
222 East Racine Street, Room 204  
Post Office Box 422  
G7H 5C2  
(418) 698-5732

Clarenceville  
2500 South Beach Road  
J0J 1B0  
(514) 294-2288

Covey-Hill  
Covey-Hill Office  
Mail: Via Franklin-Centre J0S 1E0  
(514) 247-2914

Cowansville  
1303 Sud Street, 2nd Floor  
J2K 2Z2  
(514) 263-2282

Daaquam  
**Customs**  
Daaquam Customs Office  
Mail: Via Saint-Juste-de-Bretenières  
G0R 3H0  
(418) 244-3653

Drummondville  
3025 Power Street  
J2C 6H8  
(819) 478-1424

East-Hereford  
26 Highway 253  
J0B 1S0  
(819) 844-2243

Franklin-Centre  
Highway 209  
J0S 1E0  
(514) 827-2323

Frelighsburg  
J0J 1C0  
(514) 298-5050

Gaspé  
Federal Building  
98 De la Reine Street  
G0C 1R0  
(418) 368-3204

Glen-Sutton  
**Customs**  
Glen-Sutton Customs Office  
Rural Route 4  
Mail: Via Mansonville J0E 1X0  
(514) 538-3234

Granby  
297 Principale Street  
J2G 2W1  
(514) 372-6692

Hemmingford  
Highway 219  
J0L 1H0  
(514) 247-2090

Herdman  
**Customs**  
Herdman Customs Office  
Mail: Via Athelstan J0S 1A0  
(514) 264-5600

Highwater  
**Customs**  
Highwater Customs Office  
4 Mansonville Road  
Mail: Via Mansonville J0E 1X0  
(514) 292-5995

Jamieson's Line  
**Customs**  
Jamieson's Line Customs Office  
Mail: Via Athelstan J0S 1A0  
(514) 264-5698

Joliette  
899 Papineau Street  
J6E 2L6  
(514) 756-4747

Jonquière  
**Excise and GST**  
3310 St François Boulevard  
G7X 2W9  
(418) 548-0891

Lachute  
**Customs**  
Federal Building  
580 Principale Street  
J8H 1Y7  
(514) 562-5995

Lac-Mégantic  
5227 Frontenac Street, 2nd Floor  
G6B 1H2  
(819) 583-1826





## Lacolle

Highway 15 South  
J0J 1J0  
(514) 246-3901  
Cantic Station:  
(514) 246-3609  
Highway 15:  
(514) 246-3833  
Highway 221:  
(514) 246-2121  
Highway 223:  
(514) 246-3510  
Napierville Junction Station:  
(514) 246-3847  
Richelieu Wharf:  
(514) 245-3871

## Laval

**Excise and GST**  
1 Place Laval, 6th Floor  
H7N 1A1  
(514) 967-4500

## Linière

G0M 1J0  
(418) 597-3395

## Longueuil

**Excise and GST**  
1 Place du Commerce, 3rd Floor  
Brossard  
J4W 2Z7  
(514) 923-3700

## Marieville

1345 Du Pont Street  
J0L 1J0  
(514) 460-7411

## Mirabel

Building D, Room 100  
11955 Cargo A-6 Street  
J7N 1G3  
(514) 476-2992

## Montmagny

1 Place de l'Église, Room 302  
G5V 2L9  
(418) 248-2708

## Montreal

**Regional Office**  
400 Place d'Youville  
H2Y 2C2  
(514) 283-2944

## Montreal

10765 De la Côte de Liesse Road  
Dorval  
H9P 2R9  
(514) 631-4327

## Montreal

Dorval International Airport  
975 Roméo Vachon Boulevard,  
Suite 21-C  
Dorval  
H4Y 1A1  
(514) 633-7703  
Commercial Operations:  
(514) 633-7736  
Travellers' Service:  
(514) 633-7700

## Montreal

**Excise and GST**  
1250 Guy Street  
H3H 2T4  
(514) 596-9494

## Montreal

**Excise and GST**  
Centre Bois de Boulogne, Suite 255  
1575 Henri Bourassa Road West  
H3M 3A9  
(514) 283-5153

## Montreal

**Excise and GST**  
1000 St Jean Boulevard, 6th Floor  
Pointe-Claire  
H9R 5P1  
(514) 426-8293

## Montreal

**Excise and GST**  
6455 Jean Talon Street East,  
3rd Floor  
Saint-Léonard  
H1S 3E8  
(514) 873-4692

## Morse's-Line

10 Highway 235  
Mail: Via Saint-Armand-Station  
J0J 1T0  
(514) 248-2757

## Noyan

6 Highway 225  
Mail: Via Clarenceville J0J 1B0  
(514) 294-2851

## Philipsburg

**Customs**  
Federal Building  
Highway 133  
J0J 1N0  
(514) 248-4313

## Pohénégamook

1187 De la Frontière Street  
Mail: General Delivery  
Estcourt G0L 1J0  
(418) 859-2201

## Port-Cartier

Port Site  
Post Office Box 3  
G5B 2G7  
(418) 766-6866

## Quebec

**Regional Office**  
130 Dalhousie Street  
Post Office Box 2267  
G1K 7P6  
Customs:  
(418) 648-4445  
Excise:  
(418) 648-3232

## Quebec

**Saint-Laurent District**  
1275 De la Jonquière Street  
G1N 3X2  
(418) 648-3881

## Quebec

**Excise and GST**  
Quebec Regional Office  
410 Charest Boulevard East,  
7th Floor  
Post Office Box 2117  
Postal Terminal  
G1K 7M9  
(418) 528-5978  
(418) 659-4692

## Quebec

**Excise and GST**  
3800 De Marley Street  
Sainte-Foy  
G1X 4A5  
(418) 659-4692

## Richmond

15 Carpenter Street  
Post Office Box 1874  
J0B 2H0  
(819) 826-2686

## Rimouski

180 De la Cathédrale Avenue  
G5L 5H9  
(418) 722-3034

## Rimouski

**Excise and GST**  
337 Moreault Avenue  
G5L 1P3  
(418) 722-3572

## Rivière-du-Loup

Federal Building  
75 Hôtel de Ville Street  
G5R 1L7  
(418) 862-4922

## Rock-Island

**Customs**  
Highway 55  
J0B 2K0  
(819) 876-7821

## Rouyn – Noranda

243 Murdoch Avenue  
J9X 1E8  
(819) 762-4886

## Rouyn – Noranda

**Excise and GST**  
70 Québec Boulevard, 2nd Floor  
J9X 6R1  
(819) 797-4439

**Revenue Canada, Customs and****Excise** (*continued*)**QUEBEC** (*continued*)**Sainte-Agnès-de-Dundee  
Customs**

Dundee Customs Office  
8750 Highway 132  
J0S 1L0  
(514) 264-5709

**Sainte-Auréli**  
468 St Joseph Line  
G0M 1M0  
(418) 593-3971

**Saint-Herménégilde**  
Hereford Road  
1871 Highway 141  
J0B 2W0  
(819) 844-2242

**Saint-Hyacinthe**  
Federal Building  
2050 Girouard Street West  
J2S 3A6  
(514) 774-5818

**Saint-Jean-sur-Richelieu**  
109 Richelieu Street  
J3B 6X2  
(514) 346-5590

**Saint-Jérôme**  
380 Labelle Street, Suite 202  
J7Z 5L3  
(514) 438-3646

**Saint-Pamphile**  
Elgin Highway  
G0R 3X0  
(418) 356-3151

**Sept-Îles**  
701 Laure Boulevard  
G4R 1X8  
(418) 962-2632

**Shawinigan**  
Federal Building  
395 De la Station Avenue, Room 206  
G9N 1V8  
(819) 536-3331

**Sherbrooke  
Customs**  
50 Place de la Cité, Room 317  
Post Office Box 127  
J1H 5H8  
(819) 564-5594

**Sherbrooke  
Excise and GST**  
2665 King Street West, 7th Floor  
J1L 2H5  
(819) 563-3034

**Sorel**  
26 Charles de Montmagny Avenue  
Post Office Box 246  
J3P 7E3  
(514) 743-0026

**Stanhope**  
Stanhope Office  
10 Highway 147  
Mail: Via Coaticook J1A 2S2  
(819) 849-9135

**Thetford-Mines**  
12 Notre Dame Street North  
G6G 2J7  
(418) 335-6600

**Trois-Rivières**  
25 Des Forges Street, Suite 412  
G9A 6A7  
(819) 374-8924

**Trois-Rivières  
Excise and GST**  
225 Des Forges Street, 4th Floor  
G9A 2G7  
(819) 379-5360

**Trout-River  
Customs**  
Trout-River Customs Office  
980 Highway 138  
Mail: Via Athelstan J0S 1A0  
(514) 264-2070

**Val-d'Or**  
1100 6th Street  
J9P 3W6  
(819) 824-4043

**Valleyfield**  
157 Victoria Street, Room 101  
J6T 1A5  
(514) 373-3113

**Victoriaville**  
112 Bois Francs Boulevard North  
G6P 1E7  
(819) 752-2050

**Woburn**  
1120 Des Lignes Road  
G0Y 1R0  
(819) 544-4051

**SASKATCHEWAN**

**Big Beaver**  
S0H 0G0  
(306) 267-2276

**Carievale**  
Carievale Office  
Mail: General Delivery  
North Portal S0C 1W0  
(306) 928-2055

**Climax**  
Post Office Box 330  
S0N 0N0  
(306) 293-2262

**Coronach**  
Post Office Box 570  
S0H 0Z0  
(306) 267-2177

**Estevan**  
Provincial Highway 47  
Post Office Box 130  
S4A 2A2  
(306) 634-4227

**Monchy  
Customs**  
Monchy Customs Office  
Mail: Post Office Box 358  
Climax S0N 0N0  
(306) 298-2232

**Moose Jaw**  
63 Ross Street West  
S6H 4N6  
(306) 692-4127

**North Portal**  
S0C 1W0  
Commercial Sector:  
(306) 927-5511  
Travellers' Service:  
(306) 927-2455

**Oungre**  
S0C 1Z0  
(306) 456-2230

**Prince Albert**  
1288 Central Avenue, Room 240  
S6V 4V8  
(306) 953-8615

**Regina  
District Office**  
1775 Smith Street  
S4P 4C4  
(306) 780-6220  
International Mail Clearance:  
(306) 780-6218

**Regina  
Excise and GST  
District Office**  
2002 Victoria Avenue, 5th Floor  
Post Office Box 557  
S4P 3A4  
(306) 780-8181  
(306) 780-7279

**Regway  
Customs**  
Regway Customs Office  
Mail: Via Minton S0C 1T0  
(306) 969-2255

**Saskatoon**  
Princeton Tower, Room 600  
123 2nd Avenue South  
S7K 7E6  
Customs:  
(306) 975-4754  
Excise District Office:  
(306) 975-4211

**Saskatoon  
Excise and GST**  
123 2nd Avenue South, Suite 700  
S7K 7E6  
(306) 975-6130





Torquay  
Torquay Office  
Mail: Post Office Box 130  
Estevan S4A 2A2  
(306) 923-2044

West Poplar  
**Customs**  
West Poplar Customs Office  
Mail: Killdeer via Rockglen S0H 3R0  
(306) 476-2320

Willow Creek  
**Customs**  
Willow Creek Customs Office  
Mail: Post Office Box 229  
Consul S0N 0P0  
(306) 299-4456

## YUKON

Beaver Creek  
**Customs**  
Mile 1202, Alaska Highway  
Y0B 1A0  
(403) 862-7230

Dawson  
Postal Bag 313  
Y0B 1G0  
(403) 993-5455

Whitehorse  
**Customs**  
300 Main Street, Room 110  
Y1A 2B5  
(403) 667-3943  
(403) 668-2869 (Fax)

Whitehorse  
**Excise and GST**  
Royal Bank Building, 4th Floor  
4114 4th Avenue  
Y1A 4N7  
(403) 667-8154  
(403) 667-8176 (Fax)

## Royal Canadian Mint (RCM)

## MANITOBA

Winnipeg  
**Winnipeg Plant**  
520 Lagimodière Boulevard  
R2J 3E7  
(204) 983-6400  
Tours:  
(204) 257-3359

## ONTARIO

Ottawa  
**Head Office**  
320 Sussex Drive  
K1A 0G8  
(613) 993-3500  
Tours:  
(613) 993-5700

## Royal Canadian Mounted Police (RCMP)

### ALBERTA

Airdrie  
NCO i/c  
905 Edmonton Trail South  
Post Office Box 3460  
T4B 2B7  
(403) 948-5911

Athabasca  
NCO i/c  
4806 46th Avenue  
Post Office Box 1170  
T0G 0B0  
(403) 675-4252

Banff  
NCO i/c  
Postal Bag 959  
T0L 0C0  
(403) 762-2228

Barrhead  
NCO i/c  
4729 61st Avenue  
Post Office Box 1148  
T0G 0E0  
(403) 674-2696

Bashaw  
NCO i/c  
Post Office Box 248  
T0B 0H0  
(403) 372-3593

Bassano  
NCO i/c  
Post Office Box 337  
T0J 0B0  
(403) 641-3684

Beaverlodge  
NCO i/c  
Post Office Box 1140  
T0H 0C0  
(403) 354-2955  
Emergencies:  
(403) 354-2485

Beiseker  
NCO i/c  
75 North Road  
Post Office Box 570  
T0M 0G0  
(403) 947-3420  
Emergencies:  
(403) 947-3496

Blairmore  
NCO i/c  
Crowsnest Pass Detachment  
Post Office Box 1200  
T0K 0E0  
(403) 562-2867  
Emergencies:  
(403) 562-2866

Bonnyville  
NCO i/c  
5408 50th Avenue  
T9N 1Y8  
Administration:  
(403) 826-3350  
Emergencies:  
(403) 826-3358

Bow Island  
NCO i/c  
401 2nd Avenue East  
Post Office Box 779  
T0K 0G0  
(403) 545-2100

Boyle  
NCO i/c  
Post Office Box 58  
T0A 0M0  
(403) 689-4081

Breton  
NCO i/c  
Post Office Box 117  
T0C 0P0  
(403) 696-3502

Brooks  
NCO i/c  
310 4th Street West  
T1R 0Z7  
(403) 362-5548  
Emergencies:  
(403) 362-5535

Calgary  
NCO i/c  
920 16th Avenue North East  
T2E 1K9  
(403) 230-6483  
Airport Detachment:  
(403) 292-8700

Camrose  
NCO i/c  
5401 48th Avenue  
T4V 0J6  
(403) 672-3342  
Emergencies:  
(403) 672-3341

Canmore  
NCO i/c  
Post Office Box 370  
T0L 0M0  
(403) 678-5516

Cardston  
NCO i/c  
Post Office Box 669  
T0K 0K0  
(403) 653-4932

Claresholm  
NCO i/c  
Post Office Box 1209  
T0L 0T0  
(403) 625-4445  
Emergencies:  
(403) 625-4444

**Royal Canadian Mounted Police**  
(continued)  
**ALBERTA** (continued)

Cochrane  
NCO i/c  
359 1st Street East  
T0L 0W1  
(403) 932-2213  
Emergencies:  
(403) 932-2211

Consort  
NCO i/c  
Post Office Box 458  
T0C 1B0  
(403) 577-3000

Coronation  
NCO i/c  
Post Office Box 579  
T0C 1C0  
(403) 578-3666  
Emergencies:  
(403) 578-3622

Desmarais  
NCO i/c  
General Delivery  
T0G 0T0  
(403) 891-3765

Devon  
NCO i/c  
Post Office Box 569  
T0C 1E0  
(403) 987-3414  
Emergencies:  
(403) 987-3413

Didsbury  
NCO i/c  
Post Office Box 1270  
T0M 0W0  
(403) 335-3381

Drayton Valley  
NCO i/c  
Post Office Box 6060  
T0E 0M0  
(403) 542-4456

Drumheller  
NCO i/c  
Post Office Box 1030  
T0J 0Y0  
(403) 823-2630

Edmonton  
NCO i/c  
11140 109th Street  
T5G 2T4  
(403) 471-9335  
General Investigations (GIS):  
(403) 471-9500

Edmonton  
Edmonton International Airport  
Detachment  
Post Office Box 9865  
T5J 2T2  
(403) 890-4333

Edson  
NCO i/c  
Post Office Box 6900  
T7E 1V2  
(403) 723-4406

Elk Point  
NCO i/c  
Post Office Box 218  
T0A 1A0  
(403) 724-3829

Evansburg  
NCO i/c  
Post Office Box 215  
T0E 0T0  
(403) 727-3654

Fairview  
NCO i/c  
Post Office Box 610  
T0H 1L0  
(403) 835-4031  
Emergencies:  
(403) 835-2211

Faust  
NCO i/c  
Post Office Box 40  
T0G 0X0  
(403) 355-3670  
Emergencies:  
(403) 355-3609

Foremost  
NCO i/c  
Post Office Box 457  
T0K 0X0  
(403) 867-3545

Forestburg  
NCO i/c  
Post Office Box 482  
T0B 1N0  
(403) 582-3737  
Emergencies:  
(403) 582-3767

Fort Chipewyan  
NCO i/c  
Post Office Box 328  
T0P 1B0  
(403) 697-3665

Fort Macleod  
NCO i/c  
562 21st Street  
Post Office Box 1088  
T0L 0Z0  
(403) 553-4406

Fort McMurray  
NCO i/c  
425 Gregoire Drive  
T9H 4K7  
(403) 743-2286

Fort Saskatchewan  
NCO i/c  
9901 90th Street  
T8L 3T1  
(403) 992-6100

Fort Vermilion  
NCO i/c  
Post Office Box 94  
T0H 1N0  
(403) 927-3255

Fox Creek  
NCO i/c  
Post Office Box 670  
T0H 1P0  
(403) 622-3580  
Emergencies:  
(403) 622-3740

Gleichen  
NCO i/c  
Post Office Box 340  
T0J 1N0  
(403) 734-3056  
(403) 734-3923

Grand Centre  
NCO i/c  
5709 50th Avenue  
Post Office Box 1229  
T0A 1T0  
(403) 594-3302  
(403) 594-3301 (24-hour service)

Grande Cache  
NCO i/c  
Post Office Box 270  
T0E 0Y0  
(403) 827-3344

Grande Prairie  
NCO i/c  
Post Office Box 665  
T8V 3A8  
(403) 538-5700

Grimshaw  
NCO i/c  
5002 Wilcox Road  
Post Office Box 527  
T0H 1W0  
(403) 332-4666

Hanna  
NCO i/c  
Post Office Box 1209  
T0J 1P0  
(403) 854-3393  
Emergencies:  
(403) 854-3391

High Level  
NCO i/c  
Post Office Box 30  
T0H 1Z0  
(403) 926-2226

High Prairie  
NCO i/c  
Post Office Box 1230  
T0G 1E0  
(403) 523-3378





- High River  
NCO i/c  
Post Office Box 310  
T0L 1B0  
(403) 652-2356
- Hinton  
NCO i/c  
821 Switzer Drive  
T7V 1T8  
(403) 865-2455
- Innisfail  
NCO i/c  
Post Office Box 160  
T0M 1A0  
(403) 227-3341  
Police Dog Services:  
(403) 227-3346
- Jasper  
NCO i/c  
Post Office Box 1800  
T0E 1E0  
(403) 852-4421
- Kananaskis  
NCO i/c  
Post Office Box 38  
T0L 2H0  
(403) 591-7707
- Killam  
NCO i/c  
Post Office Box 239  
T0B 2L0  
(403) 385-3509
- Kitscoty  
NCO i/c  
Post Office Box 239  
T0B 2P0  
(403) 846-2897
- Lac La Biche  
NCO i/c  
Post Office Box 810  
T0A 2C0  
(403) 623-4380
- Lake Louise  
NCO i/c  
Post Office Box 10  
T0L 1E0  
(403) 522-3811
- Leduc  
NCO i/c  
5105 50th Avenue  
T9E 6L3  
(403) 986-2258
- Lethbridge  
NCO i/c  
427 Stafford Drive South  
T1J 4G2  
(403) 329-5010
- Magrath  
NCO i/c  
Post Office Box 548  
T0K 1J0  
(403) 758-3488
- Manning  
NCO i/c  
Post Office Box 123  
T0H 2M0  
(403) 836-3007
- Mannville  
NCO i/c  
Post Office Box 150  
T0B 2W0  
(403) 763-3790
- Mayerthorpe  
NCO i/c  
Post Office Box 359  
T0E 1N0  
(403) 786-2291
- McLennan  
NCO i/c  
Corner of 4th Street and 5th Avenue  
Post Office Box 419  
T0H 2L0  
(403) 324-3061
- Medicine Hat  
NCO i/c  
720 6th Street South West  
T1A 4J5  
(403) 527-8181
- Milk River  
NCO i/c  
Post Office Box 537  
T0K 1M0  
(403) 647-3955
- Morinville  
NCO i/c  
Postal Bag 3  
T0G 1P0  
(403) 939-4550  
Emergencies:  
(403) 939-4520
- Nanton  
NCO i/c  
2501 21st Street  
Post Office Box 340  
T0L 1R0  
(403) 646-5722  
Emergencies:  
(403) 646-2444
- Okotoks  
NCO i/c  
59 Wilson Street  
T0L 1T2  
(403) 938-4202
- Olds  
NCO i/c  
Post Office Box 548  
T0M 1P0  
(403) 556-3323
- Oyen  
NCO i/c  
Post Office Box 539  
T0J 2J0  
(403) 664-3505  
Emergencies:  
(403) 664-3883
- Peace River  
NCO i/c  
7701 98th Street  
Postal Bag 500  
T8S 1T7  
(403) 624-6611
- Picture Butte  
NCO i/c  
Post Office Box 299  
T0K 1V0  
(403) 732-4429
- Pincher Creek  
NCO i/c  
Post Office Box 1118  
T0K 1W0  
(403) 627-4424
- Ponoka  
NCO i/c  
Post Office Box 4250  
T0C 2H0  
(403) 783-4471
- Provost  
NCO i/c  
Post Office Box 567  
T0B 3S0  
(403) 753-2214
- Rainbow Lake  
NCO i/c  
Assumption Detachment  
Post Office Box 360  
T0H 2Y0  
(403) 321-3835  
Emergencies:  
(403) 321-3753
- Raymond  
NCO i/c  
Post Office Box 1130  
T0K 2S0  
(403) 752-3351
- Red Deer  
Officer i/c  
Postal Bag 5033  
T4N 6A1  
(403) 341-2000
- Red Earth Creek  
NCO i/c  
Post Office Box 80  
T0G 1X0  
(403) 649-3990
- Redwater  
NCO i/c  
Post Office Box 399  
T0A 2W0  
(403) 942-3600
- Rimbey  
NCO i/c  
Post Office Box 919  
T0C 2J0  
(403) 843-2223

**Royal Canadian Mounted Police***(continued)***ALBERTA** *(continued)***Rocky Mountain House**

NCO i/c  
 Postal Bag 5000  
 T0M 1T0  
 (403) 845-2881

**St Albert**

NCO i/c  
 25 Sir Winston Churchill Avenue  
 T8N 2S7  
 (403) 458-7700

**St Paul**

NCO i/c  
 Post Office Box 1720  
 T0A 3A0  
 (403) 645-4431

**Sherwood Park**

Officer i/c  
 913 Ash Street  
 T8A 2G3  
 (403) 467-7741

**Slave Lake**

NCO i/c  
 1005 6th Avenue South East  
 T0G 2A3  
 (403) 849-3045

**Smoky Lake**

NCO i/c  
 Post Office Box 239  
 T0A 3C0  
 (403) 656-3550  
 Emergencies:  
 (403) 656-3691

**Spirit River**

NCO i/c  
 Post Office Box 420  
 T0H 3G0  
 (403) 864-3533

**Spruce Grove**

NCO i/c  
 410 King Street  
 T7X 2Z1  
 (403) 962-2222

**Stettler**

NCO i/c  
 Post Office Box 1298  
 T0C 2L0  
 (403) 742-3381

**Stony Plain**

NCO i/c  
 Post Office Box 1230  
 T0E 2G0  
 (403) 963-7112

**Strathmore**

NCO i/c  
 Post Office Box 879  
 T0J 3H0  
 (403) 934-3535

**Sundre**

NCO i/c  
 Post Office Box 900  
 T0M 1X0  
 (403) 638-3655

**Swan Hills**

NCO i/c  
 Post Office Box 237  
 T0G 2C0  
 (403) 333-4450

**Sylvan Lake**

NCO i/c  
 Post Office Box 220  
 T0M 1Z0  
 (403) 887-3333

**Taber**

NCO i/c  
 Post Office Box 2185  
 T0K 2G0  
 (403) 223-4447  
 Emergencies:  
 (403) 223-4446

**Thorsby**

NCO i/c  
 Post Office Box 499  
 T0C 2P0  
 (403) 789-3951  
 Emergencies:  
 (403) 789-3950

**Three Hills**

NCO i/c  
 Post Office Box 520  
 T0M 2A0  
 (403) 443-5538

**Tofield**

NCO i/c  
 Post Office Box 247  
 T0B 4J0  
 (403) 662-3353

**Turner Valley**

NCO i/c  
 Post Office Box 389  
 T0L 2A0  
 (403) 933-4262

**Two Hills**

NCO i/c  
 Post Office Box 100  
 T0B 4K0  
 (403) 657-2820  
 Emergencies:  
 (403) 657-2760

**Valleyview**

NCO i/c  
 4802 51st Street  
 Post Office Box 1050  
 T0H 3N0  
 (403) 524-3343

**Vauxhall**

NCO i/c  
 Vauxhall Detachment  
 Mail: Post Office Box 2185  
 Taber  
 T0K 2G0  
 (403) 654-2447

**Vegreville**

NCO i/c  
 4945 49th Avenue  
 Post Office Box 730  
 T9C 1R8  
 (403) 632-2223  
 Emergencies:  
 (403) 632-2155

**Vermilion**

NCO i/c  
 Post Office Box 1199  
 T0B 4M0  
 (403) 853-4441

**Viking**

NCO i/c  
 Post Office Box 209  
 T0B 4N0  
 (403) 336-3441

**Vulcan**

NCO i/c  
 Post Office Box 776  
 T0L 2B0  
 (403) 485-2267  
 Emergencies:  
 (403) 485-2266

**Wainwright**

NCO i/c  
 Post Office Box 1178  
 T0B 4P0  
 (403) 842-4463  
 Emergencies:  
 (403) 842-4461

**Waterton Park**

NCO i/c  
 General Delivery  
 T0K 2M0  
 (403) 859-2244

**Westlock**

NCO i/c  
 Post Office Box 1170  
 T0G 2L0  
 (403) 349-4491

**Wetaskiwin**

NCO i/c  
 Municipal Detachment  
 5002 48th Avenue  
 T9A 0M9  
 (403) 352-3383

**Wetaskiwin**

NCO i/c  
 Rural Detachment  
 5604 48th Avenue  
 T9A 0P2  
 (403) 352-2218





Whitecourt  
NCO i/c  
Post Office Box 537  
T7S 1N6  
(403) 778-2238

# **BRITISH COLUMBIA**

Abbotsford  
NCO i/c  
34186 Marshall Road  
V2S 1L9  
(604) 859-6644

Agassiz  
NCO i/c  
6869 Lougheed Highway  
Post Office Box 349  
V0M 1A0  
(604) 796-2211

Aiyansh  
NCO i/c  
New Aiyansh Detachment  
General Delivery  
V0J 1A0  
(604) 633-2222

Alert Bay  
NCO i/c  
Post Office Box 370  
V0N 1A0  
(604) 974-5544

Alexis Creek  
NCO i/c  
Post Office Box 40  
V0L 1A0  
(604) 394-4211

Anahim Lake  
NCO i/c  
General Delivery  
V0L 1C0  
(604) 742-3211

Armstrong  
NCO i/c  
Post Office Box 558  
V0E 1B0  
(604) 546-3028

Ashcroft  
NCO i/c  
720 Elm Street  
Post Office Box 100  
V0K 1A0  
(604) 453-2216

Atlin  
NCO i/c  
Post Office Box 10  
V0W 1A0  
(604) 651-7511

Barrière  
NCO i/c  
Post Office Box 360  
V0E 1E0  
(604) 672-9918

Bella Bella  
NCO i/c  
Bella Bella Detachment  
Mail: General Delivery  
Waglisla  
V0T 1Z0  
(604) 957-2388

Bella Coola  
NCO i/c  
Post Office Box 123  
V0T 1C0  
(604) 799-5363

Boston Bar  
NCO i/c  
Post Office Box 340  
V0K 1C0  
(604) 867-9333

Burns Lake  
NCO i/c  
8 4th Avenue  
Post Office Box 759  
V0J 1E0  
(604) 692-7171

Campbell River  
Officer i/c  
908 Alder Street  
V9W 2P6  
(604) 286-6221

Cassiar  
NCO i/c  
Post Office Box 130  
V0C 1E0  
(604) 778-7200

Castlegar  
NCO i/c  
875 Columbia Avenue  
V1N 1H3  
(604) 365-7721

Chase  
NCO i/c  
226 Shuswap Avenue  
Post Office Box 960  
V0E 1M0  
(604) 679-3221

Chemainus  
NCO i/c  
9796 Willow Street  
Post Office Box 10  
V0R 1K0  
(604) 246-3254

Chetwynd  
NCO i/c  
Post Office Box 117  
V0C 1J0  
(604) 788-9221

Chilliwack  
Officer i/c  
45924 Airport Road  
V2P 1A2  
(604) 792-4611  
Sub-Division Headquarters:  
(604) 792-4619

Clearwater  
NCO i/c  
Post Office Box 338  
V0E 1N0  
(604) 674-2237

Clinton  
NCO i/c  
1204 Kelly Lake Road  
Post Office Box 429  
V0K 1K0  
(604) 459-2221

Courtenay  
NCO i/c  
800 Ryan Road  
V9N 7T1  
(604) 338-1321  
Sub-Division Headquarters:  
(604) 338-7421

Cranbrook  
Officer i/c  
31 11th Avenue South  
V1C 2N9  
(604) 489-3471

Creston  
NCO i/c  
915 Pine Street  
Post Office Box 400  
V0B 1G0  
(604) 428-9313

Dawson Creek  
NCO i/c  
1230 102nd Avenue  
V1G 4V3  
(604) 782-5264

Dease Lake  
NCO i/c  
General Delivery  
V0C 1L0  
(604) 771-4111

Delta  
NCO i/c  
Dease Island Freeway Patrol  
Post Office Box 159  
V4K 3N6  
(604) 590-8483

Duncan  
NCO i/c  
North Cowichan-Duncan Detachment  
6060 Canada Avenue  
V9L 1V3  
(604) 746-4125

Elkford  
NCO i/c  
2000 Balmer Drive  
Post Office Box 1319  
V0B 1H0  
(604) 865-2232

Enderby  
NCO i/c  
Post Office Box 219  
V0E 1V0  
(604) 838-6818

**Royal Canadian Mounted Police***(continued)***BRITISH COLUMBIA** *(continued)***Falkland**

NCO i/c

Post Office Box 129

V0E 1W0

(604) 379-2311

**Fernie**

NCO i/c

496 13th Street

Post Office Box 430

V0B 1M0

(604) 423-4404

**Field**

NCO i/c

General Delivery

V0A 1G0

(604) 343-6316

**Fort Nelson**

NCO i/c

Post Office Box 900

V0C 1R0

(604) 774-2777

**Fort St James**

NCO i/c

Post Office Box 1510

V0J 1P0

(604) 996-8269

**Fort St John**

NCO i/c

10648 100th Street

V1J 3Z6

(604) 785-6617

**Fraser Lake**

NCO i/c

Post Office Box 70

V0J 1S0

(604) 699-7777

**Fruitvale**

NCO i/c

Post Office Box 250

V0G 1L0

(604) 367-7544

**Gabriola**

NCO i/c

Post Office Box 100

V0R 1X0

(604) 247-8333

**Ganges**

NCO i/c

Post Office Box 160

V0S 1E0

(604) 537-5555

**Gibsons**

NCO i/c

Post Office Box 800

V0N 1V0

(604) 886-2245

**Gillies Bay**

NCO i/c

Texada Island Detachment

Post Office Box 235

V0N 1W0

(604) 486-7717

**Golden**

NCO i/c

902 9th Street

Post Office Box 810

V0A 1H0

(604) 344-2221

**Gold River**

NCO i/c

Post Office Box 699

V0P 1G0

(604) 283-2227

**Grand Forks**

NCO i/c

1608 Central Avenue

Post Office Box 370

V0H 1H0

(604) 442-8288

**Granisle**

NCO i/c

22 McDonald Road

Post Office Box 370

V0J 1W0

(604) 697-2333

**Hope**

NCO i/c

690 Old Hope-Princeton Way

Post Office Box 40

V0X 1L0

(604) 869-5644

Hope Highway Patrol:

(604) 869-2432

**Houston**

NCO i/c

3384 11th Street

Post Office Box 490

V0J 1Z0

(604) 845-2204

**Hudson's Hope**

NCO i/c

Post Office Box 240

V0C 1V0

(604) 783-5241

**Invermere**

NCO i/c

201 7th Avenue

Post Office Box 2220

V0A 1K0

(604) 342-9292

**Kamloops**

Officer i/c

560 Battle Street

V2C 6N4

(604) 828-3000

Rural Detachment:

(604) 828-3062

**Kaslo**

NCO i/c

Post Office Box 632

V0G 1M0

(604) 353-2225

**Kelowna**

Officer i/c

350 Doyle Avenue

V1Y 6V7

(604) 762-3300

**Keremeos**

NCO i/c

Post Office Box 340

V0X 1N0

(604) 499-5511

**Kimberley**

NCO i/c

436 Archibald Street

V1A 1N1

(604) 427-4811

**Kitimat**

NCO i/c

888 Lahakas Boulevard

V8C 2H9

(604) 632-7111

**Ladysmith**

NCO i/c

336 Belaire Street

Post Office Box 280

V0R 2E0

(604) 245-2215

**Lake Cowichan**

NCO i/c

70 Stanley Street

Post Office Box 1290

V0R 2G0

(604) 749-6668

**Langley**

Officer i/c

22180 48A Avenue

V3A 8B7

(604) 532-3200

**Lillooet**

NCO i/c

317 Main Street

Post Office Box 710

V0K 1V0

(604) 256-4244

**Logan Lake**

NCO i/c

Post Office Box 160

V0K 1W0

(604) 523-6222

**Lumby**

NCO i/c

Post Office Box 1050

V0E 2G0

(604) 547-2151





- Lytton**  
NCO i/c  
655 Main Street  
Post Office Box 69  
V0K 1Z0  
(604) 455-2225
- Mackenzie**  
NCO i/c  
62 Centennial Drive  
Post Office Box 280  
V0J 2C0  
(604) 997-3288
- Maple Ridge**  
Officer i/c  
11990 Haney Place  
V2X 9B8  
(604) 463-6251
- Masset**  
NCO i/c  
Post Office Box 39  
V0T 1M0  
(604) 626-3991
- McBride**  
NCO i/c  
Corner of 3rd Avenue and King Street  
Post Office Box 497  
V0J 2E0  
(604) 569-2626
- Merritt**  
NCO i/c  
Rural Route 1  
V0K 2B0  
(604) 378-4262
- Midway**  
NCO i/c  
Post Office Box 10  
V0H 1M0  
(604) 449-2244
- Mission**  
NCO i/c  
7171 Oliver Street  
V2V 6H2  
(604) 826-7161
- Nakusp**  
NCO i/c  
925 Highway 23 North  
Post Office Box 247  
V0G 1R0  
(604) 265-3677
- Nanaimo**  
Officer i/c  
303 Prideaux Street  
V9R 2N3  
(604) 754-2345
- Nelson**  
NCO i/c  
1010 2nd Street  
V1L 6B6  
(604) 352-2156
- New Denver**  
NCO i/c  
Post Office Box 100  
V0G 1S0  
(604) 358-2222
- New Hazelton**  
NCO i/c  
3277 McLeod Street  
Post Office Box 279  
V0J 2J0  
(604) 842-5244
- Oliver**  
NCO i/c  
Post Office Box 429  
V0H 1T0  
(604) 498-3422
- 100 Mile House**  
NCO i/c  
726 Alpine Avenue  
Post Office Box 37  
V0K 2E0  
(604) 395-2456
- Osoyoos**  
NCO i/c  
9501 78th Avenue  
Post Office Box 960  
V0H 1V0  
(604) 495-7236
- Parksville**  
NCO i/c  
727 West Island Highway  
V9P 1B9  
(604) 248-6111
- Pemberton**  
NCO i/c  
Post Office Box 130  
V0N 2L0  
(604) 894-6126
- Pender Island**  
NCO i/c  
Post Office Box 122  
V0N 2M0  
(604) 629-6171
- Penticton**  
Officer i/c  
1101 Main Street  
V2A 5E6  
(604) 492-4300
- Port Alberni**  
Officer i/c  
4110 6th Avenue  
V9Y 4M9  
(604) 723-2428
- Port Alice**  
NCO i/c  
1092 Maquinna Avenue  
Post Office Box 99  
V0N 2N0  
(604) 284-3353
- Port Coquitlam**  
Officer i/c  
Coquitlam Detachment  
3000 Christmas Way  
V3C 2M3  
(604) 464-3461
- Port Hardy**  
NCO i/c  
7355 Columbia Street  
Post Office Box 86  
V0N 2P0  
(604) 949-6335
- Port McNeill**  
NCO i/c  
Post Office Box 730  
V0N 2R0  
(604) 956-4441
- Powell River**  
NCO i/c  
7070 Barnet Street  
V8A 2A1  
(604) 485-6255
- Prince George**  
Officer i/c  
999 Brunswick Street  
V2L 2C3  
(604) 562-3371
- Prince Rupert**  
Officer i/c  
100 West 6th Avenue  
V8J 3Z3  
(604) 624-2136
- Prince Rupert**  
NCO i/c  
Sub-Division  
800 2nd Avenue West  
V8J 3Y8  
(604) 627-3160
- Princeton**  
NCO i/c  
Post Office Box 490  
V0X 1W0  
(604) 295-6911
- Quathiaski Cove**  
NCO i/c  
Quadra Island Detachment  
Post Office Box 399  
V0P 1N0  
(604) 285-3631
- Queen Charlotte**  
NCO i/c  
Post Office Box 130  
V0T 1S0  
(604) 559-4421
- Quesnel**  
NCO i/c  
584 Carson Avenue  
V2J 2B5  
(604) 992-9211

**Royal Canadian Mounted Police***(continued)***BRITISH COLUMBIA** *(continued)***Radium Hot Springs**

NCO i/c  
Post Office Box 460  
V0A 1M0  
(604) 347-9393

**Revelstoke**

NCO i/c  
320 Wilson Street  
Post Office Box 1480  
V0E 2S0  
(604) 837-5255

**Rossland**

NCO i/c  
2096 2nd Avenue  
Post Office Box 880  
V0G 1Y0  
(604) 362-7353

**Salmo**

NCO i/c  
Corner of Main and Baker Streets  
Post Office Box 550  
V0G 1Z0  
(604) 357-2212

**Salmon Arm**

NCO i/c  
510 2nd Avenue North East  
V1E 1H1  
(604) 832-6044

**Sayward**

NCO i/c  
Post Office Box 100  
V0P 1R0  
(604) 282-5522

**Sechelt**

NCO i/c  
Post Office Box 188  
V0N 3A0  
(604) 885-2266

**Shawnigan Lake**

NCO i/c  
Post Office Box 95  
V0R 2W0  
(604) 743-5514

**Sicamous**

NCO i/c  
Post Office Box 340  
V0E 2V0  
(604) 836-2878

**Sidney**

NCO i/c  
2440B Sidney Avenue  
V8L 1Y7  
(604) 656-3931  
Victoria Airport Security:  
(604) 363-6611

**Smithers**

NCO i/c  
3351 Yellowhead Highway 16  
Post Office Box 2020  
V0J 2N0  
(604) 847-3233

**Sooke**

NCO i/c  
2076 Church Road  
Post Office Box 40  
V0S 1N0  
(604) 642-5241

**Sparwood**

NCO i/c  
Post Office Box 1450  
V0B 2G0  
(604) 425-6233

**Squamish**

NCO i/c  
40439 Tantalus Road  
Post Office Box 1880  
V0N 3G0  
(604) 898-9611

**Stewart**

NCO i/c  
Post Office Box 158  
V0T 1W0  
(604) 636-2233

**Summerland**

NCO i/c  
8709 Jubilee Road  
Post Office Box 17  
V0H 1Z0  
(604) 494-7416

**Surrey**

Officer i/c  
14355 57th Avenue  
V3X 1A9  
(604) 599-0502

**Tahsis**

NCO i/c  
166 Harbour View Road  
Post Office Box 490  
V0P 1X0  
(604) 934-6363

**Terrace**

Officer i/c  
3205 Eby Street  
V8G 2X7  
(604) 638-0333

**Tofino**

NCO i/c  
400 Campbell Street  
Post Office Box 280  
V0R 2Z0  
(604) 725-3242

**Trail**

NCO i/c  
1418 Pine Avenue  
V1R 4E8  
(604) 364-2566

**Tumbler Ridge**

NCO i/c  
315 Founders Street  
Post Office Box 710  
V0C 2W0  
(604) 242-5252

**Ucluelet**

NCO i/c  
1712 Cedar Street  
V0R 3A0  
(604) 726-7773

**Valemount**

NCO i/c  
1433 6th Avenue  
Post Office Box 159  
V0E 2Z0  
(604) 566-4466

**Vancouver**

Officer i/c  
657 West 37th Avenue  
V5Z 1K6  
(604) 264-2222  
Community Policing/Crime  
Prevention:  
(604) 264-2233  
Information Division:  
(604) 264-2466  
Native Policing Liaison:  
(604) 264-2227  
(604) 264-2860

**Vancouver**

Officer i/c  
Burnaby Detachment  
6355 Deer Lake Avenue  
Burnaby  
V5G 2J2  
(604) 294-7922

**Vancouver**

Officer i/c  
North Vancouver Detachment  
160 East 13th Street  
North Vancouver  
V7L 2L5  
(604) 985-1311

**Vancouver**

Officer i/c  
Richmond Detachment  
6900 Minoru Boulevard  
Richmond  
V6Y 1Y3  
(604) 278-1212

**Vancouver**

NCO i/c  
University Detachment  
2990 Wesbrook Mall  
V6T 2B7  
(604) 224-1322





Vancouver  
NCO i/c  
Vancouver Airport Detachment  
Post Office Box 23840  
Richmond  
V7B 1X9  
(604) 276-5700

Vancouver  
NCO i/c  
Fairmont Academy  
4949 Heather Street  
V5Z 1K6  
(604) 666-2901

Vancouver  
NCO i/c  
Port Mann Highway Patrol  
9060 Stormont Avenue  
Burnaby  
V3N 4G6  
(604) 526-9744

Vanderhoof  
NCO i/c  
Post Office Box 650  
V0J 3A0  
(604) 567-2222

Vernon  
Officer i/c  
3402 30th Street  
V1T 5E5  
(604) 545-7171

Victoria  
Officer i/c  
Sub-Division Headquarters  
2881 Nanaimo Street  
V8T 4Z8  
(604) 380-6161

Victoria  
Officer i/c  
Colwood Detachment  
2785 Millstream Road  
V9B 3S5  
(604) 474-2264

Wells  
NCO i/c  
Post Office Box 70  
V0K 2R0  
(604) 994-3314

Whistler  
NCO i/c  
Post Office Box 38  
V0N 1B0  
(604) 932-3044

White Rock  
NCO i/c  
15299 Pacific Avenue  
V4B 1R1  
(604) 531-5527

Williams Lake  
NCO i/c  
575 Borland Street  
V2G 1R9  
(604) 392-6211

**MANITOBA**

Altona  
NCO i/c  
Post Office Box 450  
R0G 0B0  
(204) 324-6970

Amaranth  
NCO i/c  
Post Office Box 118  
R0H 0B0  
(204) 843-2691

Arborg  
NCO i/c  
Post Office Box 280  
R0C 0A0  
(204) 376-5251

Ashern  
NCO i/c  
Post Office Box 400  
R0C 0E0  
(204) 768-2324

Beausejour  
NCO i/c  
Post Office Box 1770  
R0E 0C0  
(204) 268-1234  
Sub-Division:  
(204) 268-4023

Boissevain  
NCO i/c  
Post Office Box 25  
R0K 0E0  
(204) 534-7261

Brandon  
NCO i/c  
2830 Victoria Avenue  
R7B 3X1  
(204) 726-7500  
Sub-Division:  
(204) 726-7501

Carberry  
NCO i/c  
Post Office Box 40  
R0K 0H0  
(204) 834-2131

Carman  
NCO i/c  
Post Office Box 310  
R0G 0J0  
(204) 745-6773

Churchill  
NCO i/c  
Post Office Box 40  
R0B 0E0  
(204) 675-8821

Cranberry Portage  
NCO i/c  
Post Office Box 69  
R0B 0H0  
(204) 472-3611

Cross Lake  
NCO i/c  
Post Office Box 68  
R0B 0J0  
(204) 676-2345

Crystal City  
NCO i/c  
Post Office Box 430  
R0K 0N0  
(204) 873-2413

Dauphin  
NCO i/c  
Post Office Box 550  
R7N 2V4  
(204) 638-4501  
Municipal Detachment:  
(204) 638-3112  
Sub-Division:  
(204) 638-8375

Deloraine  
NCO i/c  
Post Office Box 403  
R0M 0M0  
(204) 747-2575

Elphinstone  
NCO i/c  
Post Office Box 70  
R0J 0N0  
(204) 625-2138

Emerson  
NCO i/c  
Post Office Box 421  
R0A 0L0  
(204) 373-2428

Ethelbert  
NCO i/c  
Post Office Box 242  
R0L 0T0  
(204) 742-3371

Falcon Beach  
NCO i/c  
General Delivery  
Falcon Lake  
R0E 0N0  
(204) 349-2588

Fisher Branch  
NCO i/c  
Post Office Box 400  
R0C 0Z0  
(204) 372-8484

Flin Flon  
NCO i/c  
96 Hapnot Street  
R8A 1L6  
(204) 687-3491

Gillam  
NCO i/c  
Post Office Box 309  
R0B 0L0  
(204) 652-2200

**Royal Canadian Mounted Police***(continued)***MANITOBA** *(continued)*

- Gimli  
NCO i/c  
Post Office Box 1500  
R0C 1B0  
(204) 642-5105
- Gladstone  
NCO i/c  
Post Office Box 230  
R0J 0T0  
(204) 385-2142
- Gods Lake Narrows  
NCO i/c  
General Delivery  
R0B 0M0  
(204) 335-2464
- Grand Marais  
NCO i/c  
General Delivery  
R0E 0T0  
(204) 754-2300
- Grand Rapids  
NCO i/c  
General Delivery  
R0C 1E0  
(204) 639-2467
- Grandview  
NCO i/c  
Post Office Box 280  
R0L 0Y0  
(204) 546-2217
- Gypsumville  
NCO i/c  
Post Office Box 179  
R0C 1J0  
(204) 659-2682
- Hamiota  
NCO i/c  
Post Office Box 190  
R0M 0T0  
(204) 764-2345
- Headingley  
NCO i/c  
Headingley Detachment  
Mail: Post Office Box 5650  
Winnipeg  
R3C 3K2  
(204) 831-5929  
(204) 888-0358
- Island Lake  
NCO i/c  
General Delivery  
R0B 0T0  
(204) 456-2626
- Killarney  
NCO i/c  
Post Office Box 490  
R0K 1G0  
(204) 523-7255
- Lac du Bonnet  
NCO i/c  
5th Street  
Post Office Box 280  
R0E 1A0  
(204) 345-8685
- Leaf Rapids  
NCO i/c  
Muhekun Street  
Post Office Box 489  
R0B 1W0  
(204) 473-2469
- Lundar  
NCO i/c  
Post Office Box 220  
R0C 1Y0  
(204) 762-5678
- Lynn Lake  
NCO i/c  
Post Office Box 1120  
R0B 0W0  
(204) 356-2494
- Manitou  
NCO i/c  
Post Office Box 159  
R0G 1G0  
(204) 242-2121
- McCreary  
NCO i/c  
Post Office Box 399  
R0J 1B0  
(204) 835-2461
- Melita  
NCO i/c  
Post Office Box 327  
R0M 1L0  
(204) 522-3213
- Minnedosa  
NCO i/c  
Post Office Box 1319  
R0J 1E0  
(204) 867-2751
- Morden  
NCO i/c  
Post Office Box 1388  
R0G 1J0  
(204) 822-5469
- Morris  
NCO i/c  
Post Office Box 579  
R0G 1K0  
(204) 746-2323
- Neepawa  
NCO i/c  
Post Office Box 549  
R0J 1H0  
(204) 476-3315
- Norway House  
NCO i/c  
Post Office Box 40  
R0B 1B0  
(204) 359-6715
- Oakbank  
NCO i/c  
Post Office Box 309  
R0E 1J0  
(204) 444-3391
- Oxford House  
NCO i/c  
General Delivery  
R0B 1C0  
(204) 538-2413
- Pinawa  
NCO i/c  
Post Office Box 238  
R0E 1L0  
(204) 753-2919
- Portage la Prairie  
NCO i/c  
340 Lorne Avenue East  
R1N 3M8  
(204) 857-8767
- Powerview  
NCO i/c  
Post Office Box 250  
R0E 1P0  
(204) 367-2222
- Pukatawagan  
NCO i/c  
General Delivery  
R0B 1G0  
(204) 553-2045
- Reston  
NCO i/c  
Post Office Box 309  
R0M 1X0  
(204) 877-3701
- Roblin  
NCO i/c  
2nd Avenue South West  
Post Office Box 1024  
R0L 1P0  
(204) 937-2164
- Rosburn  
NCO i/c  
Post Office Box 280  
R0J 1V0  
(204) 859-2132
- Russell  
NCO i/c  
377 Main Street South  
Post Office Box 40  
R0J 1W0  
(204) 773-2105
- Ste Rose du Lac  
NCO i/c  
Post Office Box 419  
R0L 1S0  
(204) 447-2513
- St Pierre Jolys  
NCO i/c  
Post Office Box 430  
R0A 1V0  
(204) 433-7433





Selkirk  
NCO i/c  
66 Eveline Street  
R1A 1K6  
(204) 482-8114  
Municipal Detachment:  
(204) 482-3322

Shamattawa  
NCO i/c  
General Delivery  
R0B 1K0  
(204) 565-2350

Shoal Lake  
NCO i/c  
Post Office Box 298  
R0J 1Z0  
(204) 759-2344

Snow Lake  
NCO i/c  
505 Lakeshore Drive  
Post Office Box 280  
R0B 1M0  
(204) 358-7722

Souris  
NCO i/c  
Post Office Box 880  
R0K 2C0  
(204) 483-2123

Sprague  
NCO i/c  
Post Office Box 29  
R0A 1Z0  
(204) 437-2135

Steinbach  
NCO i/c  
Post Office Box 2018  
R0A 2A0  
(204) 326-1234  
Sub-Division:  
(204) 326-9751

Stonewall  
NCO i/c  
413 Main Street  
Post Office Box 903  
R0C 2Z0  
(204) 467-5591  
(204) 287-2293 (Winnipeg)

Swan River  
NCO i/c  
105 10th Avenue North  
R0L 1Z0  
(204) 734-3454

Teulon  
NCO i/c  
Post Office Box 559  
R0C 3B0  
(204) 886-2244

The Pas  
NCO i/c  
Post Office Box 710  
R9A 1K7  
(204) 623-6491

Thompson  
Officer i/c  
122 Selkirk Avenue  
R8N 0M9  
(204) 677-6909  
Emergencies:  
(204) 677-6911

Thompson  
Officer i/c  
Sub-Division  
15 Nelson Road  
R8N 0B3  
(204) 677-6950

Treherne  
NCO i/c  
Post Office Box 150  
R0G 2V0  
(204) 723-2345

Viriden  
NCO i/c  
Post Office Box 130  
R0M 2C0  
(204) 748-2135

Wabowden  
NCO i/c  
Post Office Box 250  
R0B 1S0  
(204) 689-2152

Wasagaming  
NCO i/c  
Wasagaming Detachment  
Mail: Post Office Box 310  
Onanole  
R0J 1N0  
(204) 848-2442

Whitemouth  
NCO i/c  
Post Office Box 249  
R0E 2G0  
(204) 348-7177

Winnipeg  
**Manitoba and Northwestern  
Ontario Headquarters**  
1091 Portage Avenue  
Post Office Box 5650  
R3C 3K2  
(204) 983-5420  
Winnipeg Sub-Division:  
(204) 983-5461

Winnipeg  
NCO i/c  
Airport Detachment  
Terminal Building, Room B1002  
2000 Wellington Avenue  
R3H 1C1  
(204) 983-8406

Winnipegosis  
NCO i/c  
Post Office Box 369  
R0L 2G0  
(204) 656-4421

## NEW BRUNSWICK

Baie-Ste-Anne  
NCO i/c  
General Delivery  
E0C 1A0  
(506) 228-3335  
(Summer service only)

Bathurst  
NCO i/c  
900 Vanier Boulevard  
E2A 3N2  
(506) 548-7771

Buctouche  
NCO i/c  
75 Du Couvent Street  
Post Office Box 219  
E0A 1G0  
(506) 743-2488

Campbellton  
NCO i/c  
31 Roseberry Street  
E3N 2G3  
(506) 753-7718

Campbellton  
NCO i/c  
County Detachment  
53 Arran Street  
E3N 1L3  
(506) 753-7656

Cap-Pelé  
NCO i/c  
Post Office Box 658  
E0A 1J0  
(506) 577-4343

Caraquet  
NCO i/c  
272 St Pierre Boulevard West  
Post Office Box 390  
E0B 1K0  
(506) 727-3439

Chipman  
NCO i/c  
Post Office Box 218  
E0E 1C0  
(506) 339-6649

Doaktown  
NCO i/c  
General Delivery  
E0C 1G0  
(506) 365-7953

Edmundston  
NCO i/c  
135 Martin Street  
E3V 2N3  
(506) 735-5581

Florenceville  
NCO i/c  
Post Office Box 24  
E0J 1K0  
(506) 392-5513

**Royal Canadian Mounted Police***(continued)***NEW BRUNSWICK** *(continued)*

## Fredericton

NCO i/c

1445 Regent Street

Post Office Box 3900

E3B 4Z8

(506) 452-3456

## Gagetown

NCO i/c

Post Office Box 100

E0G 1V0

(506) 488-2273

## Grand Falls

NCO i/c

Everard H Daigle Boulevard

Post Office Box 3500

E0J 1M0

(506) 473-3137

## Grand Harbour

NCO i/c

General Delivery

Grand Manan

E0G 1X0

(506) 662-8484

## Hampton

NCO i/c

12 Tilly Street

Post Office Box 180

E0G 1Z0

(506) 832-5566

## Hillsborough

NCO i/c

33 Academy Street

Post Office Box 140

E0A 1X0

(506) 734-2310

## Jacquet River

NCO i/c

Post Office Box 100

E0B 1T0

(506) 237-2816

## Lameque

NCO i/c

Post Office Box 750

E0B 1V0

(506) 344-2254

## McAdam

NCO i/c

32 Harvey Road

Post Office Box 231

E0H 1K0

(506) 784-2295

## Minto

NCO i/c

Post Office Box 159

E0E 1J0

(506) 327-3351

## Moncton

NCO i/c

161 MacBeath Avenue

Post Office Box 5800

E1C 8R2

(506) 851-6155

## Moncton

NCO i/c

Airport Detachment

1575 Champlain Street

Rural Route 5, Box 4

E1C 8J9

(506) 851-7121

## Moncton

NCO i/c

Riverview Municipal Detachment

391 Coverdale Road

Riverview

E1B 3J6

(506) 387-4888

## Neguac

NCO i/c

General Delivery

E0C 1S0

(506) 776-8338

## Newcastle

NCO i/c

626 Chaplin Island Road

Post Office Box 454

E1V 3M6

(506) 622-3460

## Oromocto

NCO i/c

Post Office Box 175

E2V 2G4

(506) 357-8471

## Perth – Andover

NCO i/c

Post Office Box 279

E0J 1V0

(506) 273-6849

## Petitcodiac

NCO i/c

General Delivery

E0A 2H0

(506) 756-3378

## Plaster Rock

NCO i/c

Post Office Box 510

E0J 1W0

(506) 356-7353

## Port Elgin

NCO i/c

Post Office Box 89

E0A 2K0

(506) 538-2311

## Richibucto

NCO i/c

60 Acadie Street

Post Office Box 130

E0A 2M0

(506) 523-4611

## Rogersville

NCO i/c

4 De l'École Street

Post Office Box 300

E0A 2T0

(506) 775-6114

## Sackville

NCO i/c

19 Union Street

Post Office Box 1020

E0A 3C0

(506) 536-0681

## St Andrews

NCO i/c

49 King Street

Post Office Box 456

E0G 2X0

(506) 529-3638

## St George

NCO i/c

Post Office Box 390

E0G 2Y0

(506) 755-3308

## Saint John

NCO i/c

General Delivery, Station B

E2M 4X6

(506) 636-4874

## Saint-Léonard

NCO i/c

Post Office Box 418

E0L 1M0

(506) 423-6347

## Saint-Quentin

NCO i/c

371 Canada Street

Post Office Box 760

E0K 1J0

(506) 235-2149

## St Stephen

NCO i/c

41 Lisgar Street

E3L 2T6

(506) 466-2477

## Shediac

NCO i/c

Post Office Box 458

E0A 3G0

(506) 532-2496

## Shippagan

NCO i/c

Post Office Box 980

E0B 2P0

(506) 336-9701

## Sussex

NCO i/c

Post Office Box 370

E0E 1P0

(506) 433-2571





Tracadie  
NCO i/c  
Post Office Box 788  
E0C 2B0  
(506) 395-4322

Westfield  
NCO i/c  
Westfield Detachment  
Mail: Post Office Box 720  
Grand Bay  
E0G 1W0  
(506) 757-8501

Woodstock  
NCO i/c  
113 Stiles Street  
Post Office Box 1198  
E0J 2B0  
(506) 328-9911

# NEWFOUNDLAND

Baie Verte  
NCO i/c  
Post Office Box 69  
A0K 1B0  
(709) 532-4221

Barachois Brook  
NCO i/c  
General Delivery  
A0N 1B0  
(709) 646-2691

Bay Roberts  
NCO i/c  
Post Office Box 100  
A0A 1G0  
(709) 786-2118

Bell Island  
NCO i/c  
Post Office Box 1179  
A0A 4H0  
(709) 488-3312

Bonavista  
NCO i/c  
Post Office Box 850  
A0C 1B0  
(709) 468-7333

Botwood  
NCO i/c  
Post Office Box 280  
A0H 1E0  
(709) 257-2312

Buchans  
NCO i/c  
Post Office Box 249  
A0H 1G0  
(709) 672-3944

Burgeo  
NCO i/c  
Post Office Box 219  
A0M 1A0  
(709) 886-2241

Carmanville  
NCO i/c  
Post Office Box 190  
A0G 1N0  
(709) 534-2686

Cartwright  
Labrador  
NCO i/c  
Post Office Box 122  
A0K 1V0  
(709) 938-7218

Channel – Port aux Basques  
NCO i/c  
Post Office Box 820  
A0M 1C0  
(709) 637-4462

Clareville  
NCO i/c  
43 Memorial Drive  
Post Office Box 400  
A0E 1J0  
(709) 466-3211

Corner Brook  
NCO i/c  
Post Office Box 960  
A2H 6J3  
(709) 637-4431  
Highway Patrol:  
(709) 637-4436  
Sub-Division:  
(709) 637-4411

Deer Lake  
NCO i/c  
Post Office Box 790  
A0K 2E0  
(709) 635-2173

Ferryland  
NCO i/c  
Post Office Box 70  
A0A 2H0  
(709) 432-2518

Flower's Cove  
NCO i/c  
Post Office Box 130  
A0K 2N0  
(709) 456-2500

Fogo  
NCO i/c  
Post Office Box 208  
A0G 2B0  
(709) 266-2251

Forteau  
Labrador  
NCO i/c  
Post Office Box 10  
A0K 2P0  
(709) 931-2790

Gander  
NCO i/c  
34 Elizabeth Drive  
A1V 1G6  
(709) 256-6841

Gander  
Officer i/c  
Sub-Division HQ  
Post Office Box 391  
A1V 1W8  
(709) 256-6818

Gander  
Airport Detachment  
Post Office Box 415  
A1V 1W8  
(709) 256-6720

Glovertown  
NCO i/c  
Post Office Box 269  
A0G 2L0  
(709) 533-2828

Grand Bank  
NCO i/c  
Post Office Box 40  
A0E 1W0  
(709) 832-1260

Grand Falls – Windsor  
NCO i/c  
Post Office Box 420  
A2A 2J8  
(709) 489-2121

Happy Valley – Goose Bay  
Labrador  
NCO i/c  
Post Office Box 3005, Station B  
A0P 1E0  
(709) 896-3383

Happy Valley – Goose Bay  
Labrador  
Officer i/c  
Labrador Sub-Division  
Postal Bag 7004, Station C  
A0P 1C0  
(709) 896-5754

Harbour Breton  
NCO i/c  
Post Office Box 119  
A0H 1P0  
(709) 885-2320

Harbour Grace  
NCO i/c  
Post Office Box 550  
A0A 2M0  
(709) 596-5014

Holyrood  
NCO i/c  
General Delivery  
Post Office Box 119  
A0A 2R0  
(709) 229-3392

Hopedale  
Labrador  
NCO i/c  
General Delivery  
A0P 1G0  
(709) 933-3820

**Royal Canadian Mounted Police***(continued)***NEWFOUNDLAND** *(continued)*

Labrador City  
Labrador  
NCO i/c  
Post Office Box 543  
A2V 2L3  
(709) 944-6825

Lewisporte  
NCO i/c  
Post Office Box 310  
A0G 3A0  
(709) 535-8637

Mary's Harbour  
Labrador  
NCO i/c  
General Delivery  
A0K 3P0  
(709) 921-6229

Marystown  
NCO i/c  
Post Office Box 1240  
A0E 2M0  
(709) 279-3001

Milltown  
NCO i/c  
Bay d'Espoir Detachment  
Post Office Box 99  
A0H 1W0  
(709) 882-2230

Nain  
Labrador  
NCO i/c  
General Delivery  
A0P 1L0  
(709) 922-2862

Piccadilly  
NCO i/c  
Piccadilly Detachment  
Mail: Post Office Box 160  
Lourdes  
A0N 1R0  
(709) 642-5316

Placentia  
NCO i/c  
Post Office Box 160  
A0B 2Y0  
(709) 227-3131

Port Saunders  
NCO i/c  
Post Office Box 99  
A0K 4H0  
(709) 861-3555

Rocky Harbour  
NCO i/c  
Post Office Box 70  
A0K 4N0  
(709) 458-2222

Roddickton  
NCO i/c  
Post Office Box 159  
A0K 4P0  
(709) 457-2468

St Anthony  
NCO i/c  
Post Office Box 117  
A0K 4S0  
(709) 454-3543

St John's  
NCO i/c  
Post Office Box 9700, Station B  
A1A 3T5  
(709) 772-4636  
Division B:  
(709) 772-5437  
Sub-Division Headquarters:  
(709) 772-5420

St John's  
NCO i/c  
Airport Detachment  
Post Office Box 9700, Station B  
A1A 3T5  
(709) 772-5470

St Lawrence  
NCO i/c  
Post Office Box 218  
A0E 2V0  
(709) 873-2450

Springdale  
NCO i/c  
Post Office Box 128  
A0J 1T0  
(709) 673-3864

Stephenville  
NCO i/c  
Post Office Box 179  
A2N 2Y9  
(709) 643-2118

Trepassey  
NCO i/c  
Post Office Box 29  
A0A 4B0  
(709) 438-2700

Twillingate  
NCO i/c  
Post Office Box 400  
A0G 4M0  
(709) 884-2811

Wesleyville  
NCO i/c  
Post Office Box 129  
A0G 4R0  
(709) 536-2419

Whitbourne  
NCO i/c  
Post Office Box 130  
A0B 3K0  
(709) 759-2601

**NORTHWEST TERRITORIES**

Aklavik  
NCO i/c  
Post Office Box 115  
X0E 0A0  
(403) 978-2296

Arviat  
NCO i/c  
Post Office Box 149  
X0C 0E0  
(819) 857-2822

Baker Lake  
NCO i/c  
Post Office Box 250  
X0C 0A0  
(819) 793-2922  
(Satellite call, ask Operator to place call)

Broughton Island  
NCO i/c  
General Delivery  
X0A 0B0  
(819) 927-8967

Cambridge Bay  
NCO i/c  
Postal Bag 700  
X0E 0C0  
(403) 983-2111

Cape Dorset  
NCO i/c  
Post Office Box 120  
X0A 0C0  
(819) 897-8855

Clyde  
NCO i/c  
General Delivery  
X0A 0E0  
(819) 924-6200

Coppermine  
NCO i/c  
Post Office Box 10  
X0E 0E0  
(403) 982-4111

Coral Harbour  
NCO i/c  
Post Office Box 119  
X0C 0C0  
(819) 925-9954

Fort Franklin  
NCO i/c  
General Delivery  
X0E 0G0  
(403) 589-3431

Fort Good Hope  
NCO i/c  
General Delivery  
X0E 0H0  
(403) 598-2411





Fort Liard  
NCO i/c  
General Delivery  
X0G 0A0  
(403) 770-4221

Fort McPherson  
NCO i/c  
Post Office Box 88  
X0E 0J0  
(403) 952-2551

Fort Norman  
NCO i/c  
General Delivery  
X0E 0K0  
(403) 588-4211

Fort Providence  
NCO i/c  
General Delivery  
X0E 0L0  
(403) 699-3291

Fort Resolution  
NCO i/c  
General Delivery  
X0E 0M0  
(403) 394-4111

Fort Simpson  
NCO i/c  
Post Office Box 210  
X0E 0N0  
(403) 695-3111

Fort Smith  
NCO i/c  
Post Office Box 26  
X0E 0P0  
(403) 872-2107

Gjoa Haven  
NCO i/c  
General Delivery  
X0E 1J0  
(403) 360-6201

Grise Fiord  
NCO i/c  
General Delivery  
X0A 0J0  
(819) 980-9912

Hall Beach  
NCO i/c  
General Delivery  
X0A 0K0  
(819) 928-8930

Hay River  
NCO i/c  
Post Office Box 1006  
X0E 0R0  
(403) 874-6555

Igloolik  
NCO i/c  
Post Office Box 119  
X0A 0L0  
(819) 934-8828

Inuvik  
NCO i/c  
Post Office Box 1300  
X0E 0T0  
(403) 979-2935

Iqaluit  
NCO i/c  
Post Office Box 500  
X0A 0H0  
(819) 979-5211

Lake Harbour  
NCO i/c  
General Delivery  
X0A 0N0  
(819) 939-2333

Lutselk'e  
NCO i/c  
Post Office Box 108  
X0E 1A0  
(403) 370-3311

Nanisivik  
NCO i/c  
Post Office Box 220  
X0A 0X0  
(819) 436-7474

Norman Wells  
NCO i/c  
Post Office Box 100  
X0E 0V0  
(403) 587-2444

Pangnirtung  
NCO i/c  
Post Office Box 103  
X0A 0R0  
(819) 473-8833

Pond Inlet  
NCO i/c  
General Delivery  
X0A 0S0  
(819) 899-8822

Rae  
NCO i/c  
Post Office Box 7  
X0E 0Y0  
(403) 392-6181

Rankin Inlet  
NCO i/c  
Post Office Box 100  
X0C 0G0  
(819) 645-2822

Resolute  
NCO i/c  
Post Office Box 230  
X0A 0V0  
(819) 252-3817

Sachs Harbour  
NCO i/c  
General Delivery  
X0E 0Z0  
(403) 690-4456

Sanikiluaq  
NCO i/c  
General Delivery  
X0A 0W0  
(819) 266-8812

Spence Bay  
NCO i/c  
General Delivery  
X0E 1B0  
(403) 561-5201

Tuktoyaktuk  
NCO i/c  
Post Office Box 58  
X0E 1C0  
(403) 977-2351

Yellowknife  
NCO i/c  
Postal Bag 5000  
X1A 2R3  
(403) 920-8314

## NOVA SCOTIA

Amherst  
NCO i/c  
217 Victoria Street East  
B4H 1Y8  
(902) 667-3859

Antigonish  
NCO i/c  
4 Fairview Street  
B2G 1R3  
(902) 863-6500

Arichat  
NCO i/c  
Post Office Box 9  
B0E 1A0  
(902) 226-2533

Baddeck  
NCO i/c  
Post Office Box 400  
B0E 1B0  
(902) 295-2350

Barrington  
NCO i/c  
Post Office Box 38  
B0W 1E0  
(902) 637-2325

Bridgetown  
NCO i/c  
552 Granville Street East  
Post Office Box 340  
B0S 1C0  
(902) 665-4481

Bridgewater  
NCO i/c  
130 Dominion Street  
B4V 2K5  
(902) 527-5555

Canso  
NCO i/c  
Post Office Box 187  
B0H 1H0  
(902) 366-2440

**Royal Canadian Mounted Police***(continued)***NOVA SCOTIA** *(continued)*

Chester NCO i/c Post Office Box 269 B0J 1J0 (902) 275-3583	Liverpool NCO i/c Post Office Box 1570 B0T 1K0 (902) 354-5721	St Peter's NCO i/c Post Office Box 188 B0E 3B0 (902) 535-2002
Chéticamp NCO i/c Post Office Box 45 B0E 1H0 (902) 224-2050	Lower Sackville Officer i/c Post Office Box 446 B4C 3G4 (902) 864-6000	Sheet Harbour NCO i/c Post Office Box 241 B0J 3B0 (902) 885-2510
Dartmouth NCO i/c Cole Harbour Detachment 1216 Cole Harbour Road B2V 1E9 (902) 426-8130	Lunenburg NCO i/c Post Office Box 397 B0J 2C0 (902) 634-8674	Shelburne NCO i/c Post Office Box 339 B0T 1W0 (902) 875-2490
Digby NCO i/c Post Office Box 1149 B0V 1A0 (902) 245-2579	Meteghan NCO i/c Post Office Box 178 B0W 2J0 (902) 645-2326	Sherbrooke NCO i/c Post Office Box 272 B0J 3C0 (902) 522-2200
Elmsdale NCO i/c Halifax Airport Detachment Post Office Box 640 B0N 1M0 (902) 873-1300	Musquodoboit Harbour NCO i/c Post Office Box 280 B0J 2L0 (902) 889-3300	Stellarton NCO i/c 177 North Foord Street Post Office Box 2320 B0K 1S0 (902) 755-4141
Enfield NCO i/c 136 Highway 2 Post Office Box 580 B0N 1N0 (902) 883-7077	New Minas NCO i/c 18 Jones Road B4N 3N1 (902) 679-5555	Stewiacke NCO i/c 93 Riverside Avenue Post Office Box 10 B0N 2J0 (902) 639-2366
Guysborough NCO i/c Post Office Box 85 B0H 1N0 (902) 533-3801	Oxford NCO i/c Post Office Box 8 B0M 1P0 (902) 447-2525	Sydney NCO i/c 301 Alexander Street Post Office Box 1280 B1P 6J9 (902) 564-7171
Halifax NCO i/c Post Office Box 2286 B3J 3E1 (902) 426-3611	Parrsboro NCO i/c Post Office Box 399 B0M 1S0 (902) 254-2424	Sydney Mines NCO i/c Sydney Mines Detachment Maple View Drive Mail: Post Office Box 309 North Sydney B2A 3M4 (902) 794-5800
Ingonish Beach NCO i/c Post Office Box 40 B0C 1L0 (902) 285-2021	Pictou NCO i/c 80 High Street Post Office Box 100 B0K 1H0 (902) 485-4333	Tatamagouche NCO i/c Post Office Box 51 B0K 1V0 (902) 657-2040
Inverness NCO i/c General Delivery B0E 1N0 (902) 258-2213	Port Hawkesbury NCO i/c Post Office Box 758 B0E 2V0 (902) 625-2220	Truro NCO i/c 283 Pictou Road Post Office Box 1585 B2N 5V3 (902) 893-6820
Kingston NCO i/c Post Office Box 280 B0P 1R0 (902) 765-3317	Pugwash NCO i/c Post Office Box 40 B0K 1L0 (902) 243-2181	
	Reserve Mines NCO i/c Post Office Box 191 B0A 1V0 (902) 564-2922	





Truro  
Officer i/c  
Sub-Division  
379 Prince Street  
B2N 1E4  
(902) 893-6832

Windsor  
NCO i/c  
Post Office Box 2290  
B0N 2T0  
(902) 798-2207  
Municipal Detachment:  
(902) 798-8366

Yarmouth  
NCO i/c  
156 Starrs Road  
Post Office Box 5050  
B5A 4K6  
(902) 742-9106

Yarmouth  
NCO i/c  
Town Detachment  
703 Main Street  
B5A 1K7  
(902) 742-9111

## ONTARIO

Barrie  
NCO i/c  
48 Owen Street, Suite 312  
L4M 3H1  
(705) 737-0671

Belleville  
NCO i/c  
10 South Front Street, 3rd Floor  
K8N 2Y3  
(613) 969-3660

Brockville  
NCO i/c  
16 Reynolds Drive  
Post Office Box 127  
K6V 5V2  
(613) 342-3737

Chatham  
NCO i/c  
872 Charing Cross Road  
Post Office Box 458  
N7M 5K5  
(519) 354-1630

Fort Frances  
NCO i/c  
990 Scott Street  
P9A 1J4  
(807) 274-3278

Hamilton  
NCO i/c  
Post Office Box 487  
L8N 3H8  
(416) 572-2401

Kapuskasing  
NCO i/c  
41 Kimberly Drive  
P5N 1L7  
(705) 335-2253

Kenora  
NCO i/c  
524 First Avenue South  
Post Office Box 1210  
P9N 3X7  
(807) 468-9855

Kingston  
NCO i/c  
1061 Johnson Street  
K7M 2N3  
(613) 545-8222

Kingston  
Officer i/c  
Sub-Division  
780 Midpark Drive, Suite 107  
K7M 7P6  
(613) 384-7205

Kirkland Lake  
NCO i/c  
54 Fourth Street  
P2N 1S9  
(705) 567-3757

Kitchener  
NCO i/c  
44 Gaukel Street  
Postal Station C  
N2G 3W8  
(519) 571-6640

London  
NCO i/c  
451 Talbot Street, 8th Floor  
N6A 5C9  
(519) 645-4329

London  
NCO i/c  
Airport Detachment  
Royal Road  
N5V 3B6  
(519) 457-0192

Marathon  
NCO i/c  
52 Peninsula Square  
Post Office Box 1959  
P0T 2E0  
(807) 229-2181

Mississauga  
NCO i/c  
6711 Mississauga Road, Suite 503  
Post Office Box 580, Streetsville  
Postal Station  
L5M 2C1  
(416) 821-3821

Mississauga  
NCO i/c  
Pearson International Airport  
Detachment  
Airway Centre, 2nd Floor, East Wing,  
Suite 290  
5945 Airport Road  
L5P 1B2  
(416) 676-3058

Newmarket  
NCO i/c  
679 Davis Drive, Room 322-North  
L3Y 5G8  
(416) 898-2421

North Bay  
NCO i/c  
Canada Place, Suite 202  
107 Sheriff Avenue  
P1B 7K8  
(705) 472-1460

Oakville  
NCO i/c  
2368 Lakeshore Road West  
Post Office Box 608  
L6J 5B4  
(416) 827-9805

Orillia  
NCO i/c  
100 Coldwater Street East  
L3V 1W7  
(705) 325-7419

Oshawa  
NCO i/c  
50 Centre Street  
Post Office Box 355  
L1H 7L3  
(416) 576-5766

Ottawa  
**Head Office**  
Headquarters Building  
1200 Vanier Parkway  
K1A 0R2  
(613) 993-7267  
Public Relations:  
(613) 993-1085

Ottawa  
A Division  
400 Cooper Street  
K1A 0R4  
(613) 993-8887

Ottawa  
Canadian Police College  
C Building  
Corner of St Laurent Boulevard and  
Sandridge Road  
Post Office Box 8900  
K1G 3J2  
(613) 993-9500

**Royal Canadian Mounted Police***(continued)***ONTARIO** *(continued)***Owen Sound**

NCO i/c  
695 9th Avenue East  
Post Office Box 1059  
N4K 6K6  
(519) 376-4358

**Pembroke**

NCO i/c  
679 MacKay Street  
K8A 1G5  
(613) 732-4022

**Peterborough**

NCO i/c  
953 Clonsilla Avenue  
Post Office Box 2410  
K9J 7Y8  
(705) 742-8805

**St Davids**

NCO i/c  
Niagara Detachment  
Post Office Box 220  
L0S 1P0  
(416) 641-1540

**Sarnia**

NCO i/c  
105 Christina Street South  
Post Office Box 2748  
N7T 7V9  
(519) 337-7541

**Sault Ste Marie**

NCO i/c  
451 Queen Street East  
P6A 5L1  
(705) 949-4650

**Sault Ste Marie**

Officer i/c  
Sub-Division  
369 Queen Street East, Suite 200  
P6A 1Z4  
(705) 759-7640

**Sudbury**

NCO i/c  
1310 Sparks Street  
Post Office Box 2278, Station A  
P3A 4S1  
(705) 671-0645

**Thunder Bay**

NCO i/c  
430 South Waterloo Street  
P7E 6E4  
(807) 623-2791

**Timmins**

NCO i/c  
339 Spruce Street North  
Post Office Box 1458  
P4N 7N2  
(705) 264-4381

**Toronto**

NCO i/c, O Division  
225 Jarvis Street  
Post Office Box 519, Adelaide Station  
M5C 2M3  
(416) 973-9513

**Windsor**

NCO i/c  
Walkerville Post Office  
General Delivery  
N8Y 4R4  
(519) 948-5287

**Windsor**

NCO i/c  
Airport Detachment  
Rural Route 1  
N9A 6J3  
(519) 972-9595

**PRINCE EDWARD ISLAND****Alberton**

NCO i/c  
Church Street  
Post Office Box 220  
C0B 1B0  
(902) 853-2255

**Borden**

NCO i/c  
General Delivery  
C0B 1X0  
(902) 855-2222

**Charlottetown**

Comcentre  
450 University Avenue  
Post Office Box 1360  
C1A 7N1  
(902) 566-7111  
Charlottetown Detachment:  
(902) 566-7100

**Montague**

NCO i/c  
Post Office Box 550  
C0A 1R0  
(902) 838-2352

**Sherwood**

NCO i/c  
152 Saint Peters Road  
C1A 5P8  
(902) 894-7383

**Souris**

NCO i/c  
Post Office Box 610  
C0A 2B0  
(902) 687-2027

**Summerside**

NCO i/c  
337 Central Street  
C1N 3N2  
(902) 436-9244

**QUEBEC****Amos**

NCO i/c  
Post Office Box 156  
J9T 3A6  
(819) 732-5223

**Baie-Comeau**

NCO i/c  
Post Office Box 405  
G4Z 2H2  
(418) 296-2243

**Bedford**

NCO i/c  
Post Office Box 1242  
J0J 1A0  
(514) 248-3369

**Cap-aux-Meules**

NCO i/c  
Post Office Box 386  
G0B 1B0  
(418) 986-4124

**Carleton**

NCO i/c  
Post Office Box 336  
G0C 1J0  
(418) 364-7046

**Chicoutimi**

NCO i/c  
429 Newton Street  
Post Office Box 398  
G7H 5C2  
(418) 698-5666

**Coaticook**

NCO i/c  
Post Office Box 165  
J1A 2S9  
(819) 849-6369

**Drummondville**

NCO i/c  
4 Newton Street  
Post Office Box 904  
J2B 6X1  
(819) 472-1313

**Gaspé**

NCO i/c  
Post Office Box 1339  
G0C 1R0  
(418) 368-1611

**Granby**

NCO i/c  
58 St Antoine Street South  
J2G 6W5  
(514) 375-5442

**Joliette**

NCO i/c  
152 Bernard Street  
Post Office Box 9  
J6E 2C5  
(514) 759-1645





Lac-Mégantic  
NCO i/c  
3563 Bernier Street  
Post Office Box 7  
G6B 2S5  
(819) 583-0533

Lacolle  
NCO i/c  
9 De l'Église Street North  
Post Office Box 370  
J0J 1J0  
(514) 246-3822

Mirabel  
Officer i/c  
12655 Commerce A-4 Street,  
Suite 208  
J7N 1E1  
(514) 476-9900

Mont-Laurier  
NCO i/c  
295 Laviolette Street  
Post Office Box 146  
J9L 3G9  
(819) 623-1100

Montreal  
NCO i/c  
4225 Dorchester Boulevard West  
Westmount  
H3Z 1V5  
(514) 939-8300

Montreal  
NCO i/c  
Dorval International Airport  
975 Romeo Vachon Boulevard  
Suite M-102  
Dorval  
H4Y 1H1  
(514) 633-3359

Quebec  
NCO i/c  
870 Ernest Gagnon Street  
G1S 3R2  
(418) 648-3733

Rimouski  
NCO i/c  
Post Office Box 626  
G5L 7C5  
(418) 722-3090

Rivière-du-Loup  
NCO i/c  
19 St François Xavier Street  
Post Office Box 68  
G5R 3Y7  
(418) 862-2359

Roberval  
NCO i/c  
Post Office Box 276  
G8H 2N7  
(418) 275-2951

Rouyn – Noranda  
NCO i/c  
243 Murdoch Street  
Post Office Box 2519  
J9X 5B1  
(819) 797-2120

Saint-Georges  
NCO i/c  
11725 1st Avenue East  
Post Office Box 101  
Beauce County  
G5Y 5C4  
(418) 228-2332

Saint-Hyacinthe  
NCO i/c  
670 Chambly Street  
Post Office Box 216  
J2S 7B4  
(514) 771-7346

Saint-Jean-sur-Richelieu  
NCO i/c  
550 Dorchester Street  
Post Office Box 188  
J3B 6Z4  
(514) 359-4581

Saint-Jérôme  
NCO i/c  
444 Monseigneur Dubois Street  
J7Y 3L8  
(514) 431-1331

Sept-Îles  
NCO i/c  
Post Office Box 144  
G4R 4K3  
(418) 962-2061

Sherbrooke  
NCO i/c  
50 Place de la Cité  
Post Office Box 1505  
J1H 5M4  
(819) 564-5770

Thetford-Mines  
NCO i/c  
12 Notre Dame Street North  
Post Office Box 655  
G6G 5T6  
(418) 338-6171

Trois-Rivières  
NCO i/c  
3110 Anjou Street  
Post Office Box 334  
G9A 5G4  
(819) 371-3291

Val-d'Or  
NCO i/c  
913 Bérard Avenue  
Post Office Box 615  
J9P 4P6  
(819) 824-9629

Valleyfield  
Officer i/c  
2003 Ste Marie Boulevard  
J6T 3B5  
(514) 377-3223

# SASKATCHEWAN

Assiniboia  
NCO i/c  
Post Office Box 1358  
S0H 0B0  
(306) 642-5922

Avonlea  
NCO i/c  
Post Office Box 8  
S0H 0C0  
(306) 868-2144

Balcarres  
NCO i/c  
120 Johnston Avenue  
Post Office Box 70  
S0G 0C0  
(306) 334-2602

Beauval  
NCO i/c  
Post Office Box 9  
S0M 0G0  
(306) 288-2097

Bengough  
NCO i/c  
Post Office Box 549  
S0C 0K0  
(306) 268-2144

Biggar  
NCO i/c  
Post Office Box 640  
S0K 0M0  
(306) 948-3368

Big River  
NCO i/c  
Post Office Box 187  
S0J 0E0  
(306) 469-2010

Birch Hills  
NCO i/c  
Post Office Box 700  
S0J 0G0  
(306) 749-2200

Blaine Lake  
NCO i/c  
Post Office Box 250  
S0J 0J0  
(306) 497-2644

Broadview  
NCO i/c  
Post Office Box 280  
S0G 0K0  
(306) 696-2437

Buffalo Narrows  
NCO i/c  
Post Office Box 9  
S0M 0J0  
(306) 235-4311

**Royal Canadian Mounted Police***(continued)***SASKATCHEWAN** *(continued)*

Cabri NCO i/c Post Office Box 198 S0N 0J0 (306) 587-2667	Eastend NCO i/c Post Office Box 26 S0N 0T0 (306) 295-3603	Gull Lake NCO i/c Post Office Box 605 S0N 1A0 (306) 672-4138
Canora NCO i/c Post Office Box 176 S0A 0L0 (306) 563-5673	Elbow NCO i/c Post Office Box 177 S0H 1J0 (306) 854-2234	Hafford NCO i/c Post Office Box 205 S0J 1A0 (306) 549-2344
Carlyle NCO i/c 502 Railway Avenue West Post Office Box 610 S0C 0R0 (306) 453-6707	Esterhazy NCO i/c Post Office Box 160 S0A 0X0 (306) 745-6606	Hanley NCO i/c Post Office Box 120 S0G 2E0 (306) 544-2411
Carnduff NCO i/c Post Office Box 310 S0C 0S0 (306) 482-3608	Estevan NCO i/c Post Office Box 9 S4A 2A2 (306) 634-4737	Hudson Bay NCO i/c Post Office Box 96 S0E 0Y0 (306) 865-2221
Carrot River NCO i/c Post Office Box 127 S0E 0L0 (306) 768-2713	Eston NCO i/c 218 4th Avenue South East Post Office Box 727 S0L 1A0 (306) 962-3677	Humboldt NCO i/c Post Office Box 1480 S0K 2A0 (306) 682-2535
Colonsay NCO i/c Post Office Box 220 S0K 0Z0 (306) 255-2211	Fillmore NCO i/c Post Office Box 117 S0G 1N0 (306) 722-3341	Île-à-la-Crosse NCO i/c Post Office Box 40 S0M 1C0 (306) 833-2063
Coronach NCO i/c Post Office Box 268 S0H 0Z0 (306) 267-2199	Foam Lake NCO i/c Post Office Box 580 S0A 1A0 (306) 272-3383	Indian Head NCO i/c Post Office Box 910 S0G 2K0 (306) 695-2268
Craik NCO i/c Post Office Box 480 S0G 0V0 (306) 734-2666	Fond du Lac NCO i/c General Delivery S0J 0W0 (306) 686-2060	Ituna NCO i/c Post Office Box 728 S0A 1N0 (306) 795-2619
Creighton NCO i/c Post Office Box 40 S0P 0A0 (306) 688-5588	Fort Qu'Appelle NCO i/c Post Office Box 910 S0G 1S0 (306) 332-5641	Kamsack NCO i/c Post Office Box 369 S0A 1S0 (306) 542-2555
Cumberland House NCO i/c Post Office Box 160 S0E 0S0 (306) 888-2122	Glaslyn NCO i/c Post Office Box 39 S0M 0Y0 (306) 342-2005	Kelvington NCO i/c Post Office Box 266 S0A 1W0 (306) 327-4747
Cut Knife NCO i/c Post Office Box 339 S0M 0N0 (306) 398-4933	Gravelbourg NCO i/c Post Office Box 747 S0H 1X0 (306) 648-3151	Kerrobert NCO i/c Post Office Box 139 S0L 1R0 (306) 834-2678
	Green Lake NCO i/c Post Office Box 127 S0M 1B0 (306) 832-2112	Kindersley NCO i/c Post Office Box 1538 S0L 1S0 (306) 463-4642





Kipling  
NCO i/c  
Post Office Box 610  
S0G 2S0  
(306) 736-2538

Kyle  
NCO i/c  
Post Office Box 400  
S0L 1T0  
(306) 375-2341

La Loche  
NCO i/c  
Post Office Box 130  
S0M 1G0  
(306) 822-2010

Langenburg  
NCO i/c  
Post Office Box 970  
S0A 2A0  
(306) 743-2648

Lanigan  
NCO i/c  
Post Office Box 10  
S0K 2M0  
(306) 365-2135

La Ronge  
NCO i/c  
Post Office Box 690  
S0J 1L0  
(306) 425-2166

Leader  
NCO i/c  
Post Office Box 277  
S0N 1H0  
(306) 628-3808

Lloydminster  
NCO i/c  
4201 47th Avenue  
Post Office Box 960  
S9V 0Y9  
(306) 825-2005

Loon Lake  
NCO i/c  
Post Office Box 250  
S0M 1L0  
(306) 837-2065

Lumsden  
NCO i/c  
Post Office Box 478  
S0G 3C0  
(306) 731-3371

Maidstone  
NCO i/c  
Post Office Box 128  
S0M 1M0  
(306) 893-2641

Mankota  
NCO i/c  
Post Office Box 358  
S0H 2W0  
(306) 478-2324

Maple Creek  
NCO i/c  
110 Maple Street  
Post Office Box 337  
S0N 1N0  
(306) 662-2661

Meadow Lake  
NCO i/c  
Post Office Box 1209  
S0M 1V0  
(306) 236-5612

Melfort  
NCO i/c  
Post Office Box 1330  
S0E 1A0  
(306) 752-2848

Melville  
NCO i/c  
Post Office Box 880  
S0A 2P0  
(306) 728-5401

Milestone  
NCO i/c  
Post Office Box 89  
S0G 3L0  
(306) 436-2155

Montmartre  
NCO i/c  
Post Office Box 6  
S0G 3M0  
(306) 424-2142

Moose Jaw  
NCO i/c  
240 Saskatchewan Street East  
S6H 6E8  
(306) 693-4545

Moosomin  
NCO i/c  
Post Office Box 990  
S0G 3N0  
(306) 435-3361

Morse  
NCO i/c  
Post Office Box 400  
S0H 3C0  
(306) 629-3333

Naicam  
NCO i/c  
Post Office Box 88  
S0K 2Z0  
(306) 874-2142

Nipawin  
NCO i/c  
Post Office Box 2259  
S0E 1E0  
(306) 862-4647

North Battleford  
1992 100th Street  
S9A 2X7  
(306) 446-5560  
Battleford Detachment:  
(306) 446-5500

Onion Lake  
NCO i/c  
General Delivery  
S0M 2E0  
(306) 344-4716

Outlook  
NCO i/c  
Post Office Box 326  
S0L 2N0  
(306) 867-8616

Pelican Narrows  
NCO i/c  
Post Office Box 40  
S0P 0E0  
(306) 632-2112

Pelly  
NCO i/c  
Post Office Box 85  
S0A 2Z0  
(306) 595-2021

Pierceland  
NCO i/c  
Post Office Box 220  
S0M 2K0  
(306) 839-2100

Pine House  
NCO i/c  
General Delivery  
S0J 2B0  
(306) 884-2122

Ponteix  
NCO i/c  
Post Office Box 621  
S0N 1Z0  
(306) 625-3342

Porcupine Plain  
NCO i/c  
Post Office Box 28  
S0E 1H0  
(306) 278-2383

Prince Albert  
NCO i/c  
2020 9th Avenue West  
Post Office Box 1750  
S6V 5T3  
(306) 953-8700

Punnichy  
NCO i/c  
Post Office Box 10  
S0A 3C0  
(306) 835-2282

Radisson  
NCO i/c  
Post Office Box 39  
S0K 3L0  
(306) 827-2344

Radville  
NCO i/c  
Post Office Box 518  
S0C 2G0  
(306) 869-2292

**Royal Canadian Mounted Police***(continued)***SASKATCHEWAN** *(continued)***Regina**

Officer i/c  
6101 Dewdney Avenue  
Postal Bag 2500  
S4P 3K7  
(306) 780-5461

**Rosetown**

NCO i/c  
Post Office Box 668  
S0L 2V0  
(306) 882-2621

**Rose Valley**

NCO i/c  
Post Office Box 70  
S0E 1M0  
(306) 322-2244

**Rosthern**

NCO i/c  
721 5th Avenue  
Post Office Box 969  
S0K 3R0  
(306) 232-4844

**St Walburg**

NCO i/c  
Post Office Box 428  
S0M 2T0  
(306) 248-3614

**Sandy Bay**

NCO i/c  
Post Office Box 100  
S0P 0G0  
(306) 754-2070

**Saskatoon**

NCO i/c  
1721 8th Street East  
S7H 0T4  
(306) 975-5173

**Shaunavon**

NCO i/c  
Post Office Box 1630  
S0N 2M0  
(306) 297-2677

**Shellbrook**

NCO i/c  
Post Office Box 939  
S0J 2E0  
(306) 747-2606

**Smeaton**

NCO i/c  
Post Office Box 69  
S0J 2J0  
(306) 426-2141

**Southend**

NCO i/c  
General Delivery  
S0J 2L0  
(306) 758-2122

**Southey**

NCO i/c  
Post Office Box 278  
S0G 4P0  
(306) 726-2911

**Spiritwood**

NCO i/c  
Post Office Box 904  
S0J 2M0  
(306) 883-2026

**Stony Rapids**

NCO i/c  
General Delivery  
S0J 2R0  
(306) 439-2185

**Strasbourg**

NCO i/c  
Post Office Box 220  
S0G 4V0  
(306) 725-3222

**Sturgis**

NCO i/c  
Post Office Box 370  
S0A 4A0  
(306) 548-2015

**Swift Current**

NCO i/c  
Post Office Box 998  
S9H 3X1  
(306) 778-9250

**Tisdale**

NCO i/c  
Post Office Box 99  
S0E 1T0  
(306) 873-2661

**Turtleford**

NCO i/c  
Post Office Box 190  
S0M 2Y0  
(306) 845-2152

**Unity**

NCO i/c  
300 2nd Street East  
Post Office Box 250  
S0K 4L0  
(306) 228-2659

**Val Marie**

NCO i/c  
Post Office Box 119  
S0N 2T0  
(306) 298-2033

**Vonda**

NCO i/c  
Post Office Box 66  
S0K 4N0  
(306) 258-2266

**Wadena**

NCO i/c  
Post Office Box 70  
S0A 4J0  
(306) 338-2584

**Wakaw**

NCO i/c  
Post Office Box 100  
S0K 4P0  
(306) 233-4633

**Warman**

NCO i/c  
103 6th Avenue South  
Post Office Box 670  
S0K 4S0  
(306) 933-1231

**Waskesiu Lake**

NCO i/c  
Post Office Box 8  
S0J 2Y0  
(306) 663-5444

**Watrous**

NCO i/c  
Post Office Box 1000  
S0K 4T0  
(306) 946-3316

**Weyburn**

NCO i/c  
540 11th Street North East  
S4H 1J8  
(306) 842-4651

**Wilkie**

NCO i/c  
Post Office Box 183  
S0K 4W0  
(306) 843-2606

**Wollaston Lake**

NCO i/c  
Post Office Box 187  
S0J 3C0  
(306) 633-2101

**Wynyard**

NCO i/c  
Post Office Box 506  
S0A 4T0  
(306) 554-2563

**Yorkton**

NCO i/c  
15 Palliser Way  
Post Office Box 340  
S3N 2W2  
(306) 782-8600

**YUKON****Beaver Creek**

NCO i/c  
General Delivery  
Y0B 1A0  
(403) 862-7300

**Carcross**

NCO i/c  
General Delivery  
Y0B 1B0  
(403) 821-4441





Carmacks  
NCO i/c  
General Delivery  
Y0B 1C0  
(403) 863-5251

Dawson  
NCO i/c  
Post Office Box 159  
Y0B 1G0  
(403) 993-5444

Faro  
NCO i/c  
Post Office Box 310  
Y0B 1K0  
(403) 994-2444

Haines Junction  
NCO i/c  
Post Office Box 5340  
Y0B 1L0  
(403) 634-2221

Mayo  
NCO i/c  
Post Office Box 70  
Y0B 1M0  
(403) 996-2322

Old Crow  
NCO i/c  
General Delivery  
Y0B 1N0  
(403) 966-3211

Pelly Crossing  
NCO i/c  
General Delivery  
Y0B 1P0  
(403) 537-3311

Ross River  
NCO i/c  
General Delivery  
Y0B 1S0  
(403) 969-2227

Teslin  
NCO i/c  
General Delivery  
Y0A 1B0  
(403) 390-2500

Watson Lake  
NCO i/c  
Post Office Box 40  
Y0A 1C0  
(403) 536-7443

Whitehorse  
NCO i/c  
4100 4th Avenue  
Y1A 1H5  
(403) 667-5555  
M Division:  
(403) 667-5569

### **Royal Canadian Mounted Police Public Complaints Commission (RCMPC)**

#### **ALBERTA**

Edmonton  
**Prairie Regional Office**  
10060 Jasper Avenue, Suite 1909  
Post Office Box 50  
T5J 3R8  
(403) 495-4201

#### **BRITISH COLUMBIA**

Vancouver  
**British Columbia and Yukon  
Regional Office**  
840 Howe Street, Suite 970  
V6Z 2L2  
(604) 666-7363

#### **ONTARIO**

Ottawa  
**Head Office**  
60 Queen Street, 3rd Floor  
Post Office Box 3423, Station D  
K1P 6L4  
(613) 952-1471

### **Royal Canadian Mounted Police External Review Committee (RCMPR)**

#### **ONTARIO**

Ottawa  
Post Office Box 1159, Station B  
K1P 5R2  
(613) 998-2134

### **Revenue Canada, Taxation (RCT)**

#### **ALBERTA**

Calgary  
**District Office**  
Harry Hays Building, Room 250  
220 4th Avenue South East  
T2G 4X3  
General Inquiries:  
(403) 221-8919  
Inquiries in French:  
(403) 292-4118  
Requests for Forms:  
(403) 221-8900  
Refund Inquiries:  
(403) 221-8903  
Source Deductions:  
(403) 221-8970

Edmonton  
**District Office**  
Canada Place, Main Floor  
9700 Jasper Avenue  
T5J 4C8  
General Inquiries:  
(403) 423-3510  
Inquiries in French:  
(403) 495-3577  
Requests for Forms:  
(403) 423-4044  
Refund Inquiries:  
(403) 423-3200

#### **BRITISH COLUMBIA**

Penticton  
**District Office**  
Federal Building, Room 200  
277 Winnipeg Street  
V2A 1N6  
General Inquiries:  
(604) 492-9200  
Inquiries in French:  
(604) 492-9409

Surrey  
**Taxation Centre**  
9755 King George Highway  
V3T 5E1

Vancouver  
**District Office**  
Taxation Building  
1166 West Pender Street  
V6E 3H8  
General Inquiries:  
(604) 689-5411  
Inquiries in French:  
(604) 669-3362  
Requests for Forms:  
(604) 669-1033  
Refund Inquiries:  
(604) 689-8671

Victoria  
**District Office**  
1415 Vancouver Street  
V8V 3W4  
General Inquiries:  
(604) 363-0121  
Inquiries in French:  
(604) 363-3345  
Requests for Forms and Refund  
Inquiries:  
(604) 363-3291

**Revenue Canada, Taxation***(continued)***MANITOBA****Winnipeg****District Office**391 York Avenue  
R3C 0P5

General Inquiries:

(204) 983-6350

Inquiries in French:

(204) 983-6188

Requests for Forms:

(204) 983-3942

Refund Inquiries:

(204) 983-3933

Source Deductions:

(204) 983-3918

Telerefund:

(204) 983-3872

**Winnipeg****Taxation Centre**66 Stapon Road  
R3C 3M2**NEW BRUNSWICK****Bathurst**

Nicolas Denys Building, 4th Floor

120 Harbourview Boulevard

Post Office Box 8888

E2A 4L8

(506) 548-7100

**Saint John****District Office**

65 Canterbury Street

E2L 4H9

General Inquiries:

(506) 636-4600 (recorded message)

Requests for Forms:

(506) 636-4618

**NEWFOUNDLAND****St John's****District Office**

Sir Humphrey Gilbert Building

165 Duckworth Street

Post Office Box 5968

A1C 5X6

General Inquiries:

(709) 772-2610

Inquiries in French:

(709) 772-4572

Requests for Forms:

(709) 772-5088

Refund Inquiries:

(709) 772-2660

Telerefund:

(709) 772-5921

**St John's****Taxation Centre**Empire Avenue and Freshwater  
Road

A1B 3Z1

**NOVA SCOTIA****Halifax****Atlantic Regional Office**

Cogswell Tower, Suite 800

2000 Barrington Street

B3J 3K1

(902) 426-7994

**Halifax****District Office**

Sir John Thompson Building

1256 Barrington Street

Post Office Box 638

B3J 2T5

General Inquiries:

(902) 426-2210

Inquiries in French:

(902) 426-9310

Requests for Forms:

(902) 426-2151

Refund Inquiries:

(902) 451-1370

Source Deductions:

(902) 426-3296

Automated Touch-Tone Service:

(902) 426-1977

**Sydney**

Federal Building

47 Dorchester Street

Post Office Box 1300

B1P 6K3

General Inquiries:

(902) 564-7080

Inquiries in French:

(902) 564-7359

Requests for Forms:

(902) 564-7120

Refund Inquiries:

(902) 564-7085

Automated Touch-Tone Service:

(902) 564-7276

**ONTARIO****Belleville****District Office**

11 Station Street

K8N 2S3

General Inquiries:

(613) 969-3706

Requests for Forms:

(613) 969-3707

Refund Inquiries:

(613) 969-3708

**Hamilton****District Office**

National Revenue Building

150 Main Street West

L8N 3E1

General Inquiries:

(416) 522-8671

Inquiries in French:

(416) 572-2976

Refund Inquiries:

(416) 522-7902

**Kingston**

385 Princess Street

K7L 1C1

General Inquiries:

(613) 545-8371

Inquiries in French:

(613) 545-8904

Refund Inquiries:

(613) 545-8385

**Kitchener****District Office**

166 Frederick Street

N2G 4N1

General Inquiries:

(519) 579-2230

Requests for Forms:

(519) 579-8951

Refund Inquiries:

(519) 745-6868

**London****District Office**

Federal Building

451 Talbot Street

N6A 5E5

General Inquiries:

(519) 645-4211

Requests for Forms:

(519) 645-4244

Refund Inquiries:

(519) 645-4273

**Mississauga****District Office**

77 City Centre Drive, 2nd Floor

Post Office Box 6000, Station A

L5A 4E9

General Inquiries:

(416) 566-6700

Inquiries in French:

(416) 566-6216

Requests for Forms:

(416) 566-6005

Refund Inquiries:

(416) 277-6381

(416) 277-6415 (service in French)

**Ottawa****Head Office**

875 Heron Road

K1A 0L8

**Ottawa****District Office**

360 Lisgar Street

K1A 0L9

General Inquiries:

(613) 598-2275

Inquiries in French:

(613) 598-2298

Requests for Forms:

(613) 957-8088

Refund Inquiries:

(613) 598-2290





## Peterborough

**District Office**  
185 King Street  
K9J 8M3  
(705) 876-6412

## St Catharines

**District Office**  
32 Church Street  
L2R 3B9  
General Inquiries and Requests for Forms:  
(416) 688-4000  
Refund Inquiries:  
(416) 688-4006

## Sudbury

**District Office**  
Federal Building  
19 Lisgar Street South  
P3E 3L5  
Remittance to Sudbury Taxation Centre:  
Use Post Code P3A 5C1  
General Inquiries:  
(705) 671-0581  
Inquiries in French:  
(705) 671-0582  
Requests for Forms:  
(705) 671-0596  
Refund Inquiries:  
(705) 671-0500  
Collections:  
(705) 671-0546  
Source Deductions:  
(705) 671-0530  
TIPS:  
(705) 671-0579

## Thunder Bay

**District Office**  
201 North May Street  
P7C 3P5  
General Inquiries:  
(807) 623-3443  
Inquiries in French:  
(807) 623-7081  
Requests for Forms:  
(807) 623-2751  
Refund Inquiries:  
(807) 623-2346  
Collections:  
(807) 623-3021  
Source Deductions:  
(807) 623-3039  
TIPS:  
(807) 623-4543

## Toronto

**District Office**  
5001 Yonge Street, Main Floor  
North York  
M2N 6P6  
(416) 954-4600

## Toronto

36 Adelaide Street East  
M5C 1J7  
General Inquiries:  
(416) 869-1500  
Inquiries in French:  
(416) 973-3704  
Requests for Forms:  
(416) 865-9469

## Toronto

**Scarborough District Office**  
200 Town Centre Court, Suite 900  
M1P 4Y3  
General Inquiries:  
(416) 296-1950  
Inquiries in French:  
(416) 290-2003  
Requests for Forms:  
(416) 296-0104  
Refund Inquiries:  
(416) 277-6381  
(416) 277-6415 (service in French)

## Windsor

**District Office**  
185 Ouellette Avenue  
N9A 5S8  
General Inquiries:  
(519) 258-8302  
Requests for Forms:  
(519) 252-3611  
Refund Inquiries:  
(519) 258-8080

## PRINCE EDWARD ISLAND

## Charlottetown

**District Office**  
94 Euston Street  
Post Office Box 8500  
C1A 8L3  
General Inquiries:  
(902) 628-4200  
Inquiries in French:  
(902) 628-4225  
Requests for Forms:  
(902) 628-4250

## QUEBEC

## Chicoutimi

100 Lafontaine Avenue, Room 211  
G7H 6X2  
(418) 698-5580

## Jonquière

**Taxation Centre**  
2251 De la Centrale Boulevard  
G7S 5J1  
(418) 548-9171

## Laval

**District Office**  
3131 St Martin Boulevard West  
H7T 2A7  
General Inquiries:  
(514) 956-9101  
Requests for Forms:  
(514) 956-9115  
Telerefund:  
(514) 283-6715

## Montreal

**District Office**  
305 René Lévesque Boulevard West  
H2Z 1A6  
General Inquiries:  
(514) 283-5300  
Requests for Forms:  
(514) 283-5623  
Telerefund:  
(514) 283-4714

## Quebec

**District Office**  
165 De la Pointe aux Lièvres Street  
South  
Post Office Box 1787  
Postal Terminal  
G1K 7L3  
General Inquiries and Refund Inquiries:  
(418) 648-3180  
Requests for Forms:  
(418) 648-4083

## Rimouski

320 St Germain Street East,  
4th Floor  
G5L 1C2  
(418) 722-3111

## Rouyn – Noranda

**District Office**  
11 Du Terminus Street East  
J9X 3B5  
General Inquiries:  
(819) 764-5171  
Requests for Forms:  
(819) 797-4299

## Saint-Hubert

**District Office**  
5245 Cousineau Boulevard,  
Room 200  
J3Y 7Z7  
General Inquiries:  
(514) 283-5300  
Requests for Forms:  
(514) 445-5264  
Telerefund:  
(514) 283-4714

## Shawinigan

**Taxation Centre**  
4695 12th Avenue  
G9P 7S6  
(819) 536-6215

**Revenue Canada, Taxation***(continued)***QUEBEC** *(continued)*

Sherbrooke

**District Office**

50 De la Cité Place  
Post Office Box 1300  
J1H 5L8

General Inquiries:

(819) 564-5888

Requests for Forms:

(819) 821-8565

Trois-Rivières

25 Des Forges Street, Suite 411

G9A 2G4

(819) 373-2723

**SASKATCHEWAN**

Regina

**District Office**

1955 Smith Street  
S4P 2N9

General Inquiries:

(306) 780-6015

Inquiries in French:

(306) 780-6724

Requests for Forms:

(306) 780-6079

Refund Inquiries:

(306) 780-5944

Saskatoon

**District Office**

201 21st Street East  
S7K 0A8

General Inquiries:

(306) 975-4595

Inquiries in French:

(306) 975-4627

Requests for Forms:

(306) 975-4577

Refund Inquiries:

(306) 975-4580

---

**Statistics Canada (SC)**

---

**ALBERTA**

Calgary

**Regional Office**

First Street Plaza, Room 401  
138 4th Avenue South East  
T2G 4Z6

(403) 292-6717

Edmonton

**Regional Office**

Park Square, 8th Floor  
10001 Bellamy Hill  
T5J 3B6

(403) 495-3027

**BRITISH COLUMBIA**

Vancouver

**Regional Office**

Sinclair Centre  
757 Hastings Street West, Suite 340  
V6C 3C9  
(604) 666-7802

**MANITOBA**

Winnipeg

**Regional Office**

MacDonald Building, Room 300  
344 Edmonton Street  
R3B 3L9  
(204) 983-4020

**NEWFOUNDLAND**

St John's

**Regional Office**

Viking Building, 3rd Floor  
Crosbie Road  
Post Office Box 8556  
A1B 3P2  
(709) 772-4073

**NOVA SCOTIA**

Halifax

**Regional Office**

North American Life Centre  
1770 Market Street, 3rd Floor  
B3J 3M3  
(902) 426-3110

**ONTARIO**

Ottawa

**Statistical Research Centre**

R H Coats Building, Lobby  
Tunney's Pasture  
K1A 0T6  
(613) 951-8116  
Consumer Price Index Information  
(recorded):  
(613) 951-7431 (English)  
(613) 951-7432 (French)

Toronto

**Regional Office**

Arthur Meighen Building, 10th Floor  
25 St Clair Avenue East  
M4T 1M4  
(416) 973-6586

**QUEBEC**

Montreal

**Regional Office**

Guy Favreau Complex  
East Tower, Suite 408  
200 René Lévesque Boulevard West  
H2Z 1X4  
(514) 283-5724  
Statistical Information:  
(514) 283-5725

**SASKATCHEWAN**

Regina

**Regional Office**

Avord Tower, 9th Floor  
2002 Victoria Avenue  
S4P 0R7  
Statistical Information:  
(306) 780-5405

---

**The Senate (SEN)**

---

**ONTARIO**

Ottawa

Parliament Buildings  
Wellington Street  
K1A 0A4  
(613) 995-1900

---

**Solicitor General Canada (SGC)**

---

**BRITISH COLUMBIA**

Vancouver

**Pacific Regional Office**

800 Burrard Street, Suite 1320  
V6Z 2J5  
(604) 666-5307

**NEW BRUNSWICK**

Moncton

**Atlantic Regional Office**

Terminal Plaza Building  
1222 Main Street, 4th Floor  
E1C 1H6  
(506) 851-6368

**ONTARIO**

Ottawa

Sir Wilfrid Laurier Building  
340 Laurier Avenue West  
K1A 0P8  
(613) 991-3283

Toronto

**Ontario Regional Office**

60 St Clair Avenue East, Suite 600  
M4T 1N5  
(416) 973-8107

**QUEBEC**

Montreal

**Quebec Regional Office**

606 Cathcart Street, Suite 201  
H3B 1K9  
(514) 283-7362

**SASKATCHEWAN**

Saskatoon

**Prairie Regional Office**

229 4th Avenue South, Suite 300  
S7K 4K3  
(306) 975-4262





## Security Intelligence Review Committee (SIRC)

### ONTARIO

Ottawa  
122 Bank Street, 4th Floor  
Post Office Box 2430, Station D  
K1P 5W5  
(613) 990-8441  
(613) 990-5230 (Fax)

## The St Lawrence Seaway Authority (SLSA)

### ONTARIO

Cornwall  
202 Pitt Street  
K6J 3P7  
(613) 932-5170

Cornwall  
**The Seaway International Bridge Corporation, Limited**  
Cornwall Island  
Post Office Box 836  
K6H 5T7  
(613) 932-6601

Ottawa  
**Head Office**  
Constitution Square, Suite 1400  
360 Albert Street  
K1R 7X7  
(613) 598-4614

St Catharines  
**Niagara Regional Office**  
508 Glendale Avenue  
Post Office Box 370  
L2R 6V8  
(416) 641-1932

### QUEBEC

Longueuil  
**Maisonnette Regional Office**  
Saint-Lambert Lock  
Post Office Box 97  
Saint-Lambert  
J4P 3N7  
(514) 672-4110

Longueuil  
**The Jacques Cartier and Champlain Bridges Incorporated**  
Bienville Complex, Room 630  
1000 De Serigny Street  
J4K 5B1  
(514) 651-8771

## Secretary of State of Canada, Department of the (SS)

### ALBERTA

Calgary  
**Southern Alberta District Office**  
Harry Hays Building, Room 260  
220 4th Avenue South East  
T2G 4X3  
(403) 292-5541

Edmonton  
**Alberta and Northwest Territories Regional Office and Northern Alberta District Office**  
Canada Place, Room 220  
9700 Jasper Avenue  
T5J 4C3  
(403) 495-3350

### BRITISH COLUMBIA

Kelowna  
**Local Office**  
1433 St Paul Street, Room 102  
V1Y 2E4  
(604) 861-5560

Vancouver  
**Pacific Regional Office**  
800 Burrard Street, 12th Floor  
V6Z 2N5  
(604) 666-0176  
(604) 666-3508 (Fax)

### MANITOBA

Winnipeg  
**Manitoba Regional Office**  
Canadian Grain Commission Building, Room 201  
303 Main Street  
R3C 3G7  
(204) 983-3601

Winnipeg  
**Translation Bureau**  
Revenue Building, Room 407  
391 York Avenue  
R3C 0P4  
(204) 983-3195

### NEW BRUNSWICK

Moncton  
**New Brunswick and Prince Edward Island Regional Office**  
860 Main Street, Room 504  
E1C 1G2  
(506) 851-7066

Moncton  
**Translation Bureau**  
Commerce House, Room 100  
236 St George Street  
E1C 1W1  
(506) 851-7055

### NEWFOUNDLAND

St John's  
**Newfoundland Regional Office**  
Atlantic Place  
215 Water Street  
Post Office Box 75  
A1C 6C9  
(709) 772-5566  
Translation Bureau:  
(709) 772-2283

### NORTHWEST TERRITORIES

Yellowknife  
**District Office**  
Scotia Centre, Room 202  
5102 50th Avenue  
Post Office Box 4  
X1A 3S8  
(403) 920-8270

### NOVA SCOTIA

Halifax  
**Nova Scotia Regional Office**  
1875 Brunswick Street  
B3J 3L8  
(902) 426-6227  
Translation Bureau:  
(902) 426-5520

### ONTARIO

Hamilton  
**District Office**  
150 Main Street West, Room 425  
L8P 1H8  
(416) 572-2355

London  
**District Sub-Office**  
Federal Building  
451 Talbot Street, Room 706  
N6A 5C9  
(519) 645-5189

Ottawa  
**District Office**  
350 Albert Street  
K1A 0M5  
(613) 996-5977

Sudbury  
**District Office**  
Federal Building, Room 326  
19 Lisgar Street  
P3E 3L4  
(705) 670-5536

Thunder Bay  
**District Office**  
Federal Building, Room 234  
33 South Court Street  
P7B 2W6  
(807) 345-2319

Toronto  
**Ontario Regional Office**  
25 St Clair Avenue East, Suite 200  
M4T 1M2  
(416) 973-7541

**Secretary of State of Canada,  
Department of the** *(continued)*

**QUEBEC**

**Hull**

**Head Office**

Jules Léger Building, 10th Floor  
25 Eddy Street  
Mail: Ottawa, Ontario K1A 0M5  
(819) 997-0055  
Status of Disabled Persons  
Secretariat:  
(819) 997-2412  
Publications:  
(819) 997-8776

**Montreal**

**Quebec Regional Office**

Guy Favreau Complex  
West Tower, 10th Floor  
200 René Lévesque Boulevard West  
H2Z 1X4  
(514) 283-3150

**Quebec**

**District Office**

333 St Amable Street, Room 155  
G1R 5G2  
(418) 648-5610

**Rouyn – Noranda**

65 Monseigneur Tessier Street West  
J9X 2S5  
(819) 762-1767

**SASKATCHEWAN**

**Regina**

**Saskatchewan Regional Office**

2101 Scarth Street, Room 300  
S4P 2H9  
(306) 780-5540

**Saskatoon**

**District Office**

230 22nd Street East, Room 505  
S7K 0E9  
(306) 975-4146

**YUKON**

**Whitehorse**

**District Office**

300 Main Street, Room 105  
Y1A 2B5  
(403) 667-3970  
(403) 668-3769 (Fax)

---

**Supply and Services Canada  
(SSC)**

---

**ALBERTA**

**Calgary**

**Calgary District Office**

220 4th Avenue South East,  
Room 620  
T2G 4X3  
(403) 292-5757

**Edmonton**

**Services**

Alberta/Northwest Territories Region  
10704 102nd Avenue  
T5J 4H9  
(403) 495-4003

**Edmonton**

**Supply and Crown Assets**

**Distribution Group**

Alberta/Northwest Territories Region  
15508 114th Avenue  
T5M 3S8  
(403) 495-3704

**BRITISH COLUMBIA**

**Abbotsford**

**Purchasing**

33344 King Road  
Post Office Box 7000  
V2S 6E3  
(604) 854-2516  
(604) 666-7017 (to Vancouver)

**Vancouver**

**Pacific Directorate**

1133 Melville Street, 8th Floor  
V6E 4E5  
(604) 666-3995

**Vancouver**

**British Columbia/Yukon Region**

12171 Horseshoe Way

Richmond

V7A 4Z6

Regional Office:

(604) 272-9000

(604) 272-9070 (recorded  
information)

Crown Assets Distribution Centre:

(604) 272-9055

**Victoria**

**British Columbia Islands Region**

1175 Douglas Street, Suite 912

V8W 2E1

(604) 363-3733

**Victoria**

Canada Custom House, Room 318

816 Government Street

V8W 1X2

(604) 363-3298

Commercial Acquisition:

(604) 363-3286

Marine Procurement:

(604) 363-3233

Science and Professional Services:

(604) 363-3773

**Victoria**

**Payments**

775 Topaz Avenue

V8T 4Z7

(604) 363-3257

**MANITOBA**

**Shilo**

**Purchasing**

Aldershot Road  
Post Office Box 160  
R0K 2A0  
(204) 765-4779

**Winnipeg**

**Manitoba Region**

1410 Mountain Avenue  
R2X 3B4

Regional Office:

(204) 983-6100

Crown Assets Distribution Centre:

(204) 983-6742

**NEW BRUNSWICK**

**Fredericton**

**New Brunswick Region**

King's Place, 5th Floor

440 King Street

Post Office Box 5000

E3B 5G6

(506) 452-3280

(506) 452-4025 (Fax)

**Moncton**

**New Brunswick and Prince**

**Edward Island Region**

Toronto Dominion Building, 2nd Floor

777 Main Street

Post Office Box 746

E1C 8M9

(506) 851-6064

(506) 851-6759 (Fax)

**Saint John**

**Supply**

New Brunswick Region

Customs Building, Room 229

189 Prince William Street

E2L 2B9

(506) 636-4400

(506) 636-4376 (Fax)

**Shediac**

**Superannuation Branch**

10 Weldon Street

Mail: Post Office Box 5010

Moncton E1C 8Z5

(506) 533-5982

**NEWFOUNDLAND**

Happy Valley – Goose Bay

Labrador

**Purchasing**

Post Office Box 7001, Station A

A0P 1S0

(709) 896-2312

(709) 896-3349 (Fax)

**St John's**

**Newfoundland Region**

302 Churchill Avenue

Pleasantville

A1A 1N4

(709) 772-5528



**NOVA SCOTIA**

Dartmouth  
Burnside Industrial Park  
2 Morris Drive  
B3B 1S6  
(902) 426-3881  
Crown Assets Distribution Centre:  
(902) 426-2140

Dartmouth  
City of Lakes Business Park  
236 Brownlow Avenue  
Post Office Box 1659  
B3B 1V5  
(902) 426-2196

Halifax  
**Atlantic Directorate**  
Maritime Centre, Suite 1905  
1505 Barrington Street  
Post Office Box 937, Station M  
B3J 2V9  
(902) 426-6971

**ONTARIO**

Burlington  
**Procurement**  
867 Lakeshore Road  
L7S 1A1  
(416) 336-4974

Kingston  
**Procurement**  
31 Steve Fonyo Drive  
Postal Bag 6400  
K7L 5J5  
(613) 545-8058

London  
**London District Office**  
457 Richmond Street, 2nd Floor  
Post Office Box 3503  
N6A 4K8  
(519) 645-4414

Mississauga  
6205 Kestrel Road  
L5T 2A1  
Crown Assets Distribution Group:  
(416) 670-6252  
Procurement:  
(416) 670-6240

North Bay  
**North Bay District Office**  
1180 Cassells Street  
Post Office Box 5500  
P1B 9B2  
Compensation and Payment:  
(705) 474-6616

Ottawa  
**Capital Region**  
350 King Edward Avenue  
K1A 0X1  
(613) 954-8889

Ottawa  
**Compensation Operations Branch**  
Main Building, 2nd Floor  
Tunney's Pasture  
K1A 1G7  
(613) 941-0941

Ottawa  
**Crown Assets Distribution Centre**  
National Capital Region  
933 Gladstone Avenue  
K1A 0T4  
(613) 952-7960

Ottawa  
**General Accounts Payments**  
Place Vanier  
Tower A, 5th Floor  
333 River Road  
K1A 0S5  
(613) 954-0570  
Inquiries:  
(613) 954-8399

Ottawa  
**House of Commons Specialized Services**  
Wellington Building, Room 300  
180 Wellington Street  
K1A 0S5  
(613) 957-2207

Ottawa  
**RCMP Specialized Services**  
RCMP Headquarters, Room G-208  
1200 Vanier Parkway  
K1A 0R2  
(613) 993-1057

Pembroke  
**Procurement**  
Peter White Building  
215 Pembroke Street East  
K8A 3J8  
(613) 735-4158

Thunder Bay  
**Procurement**  
Government of Canada Building,  
Room 322  
33 South Court Street  
P7B 2W6  
(807) 345-8252

Toronto  
**Ontario Region**  
200 Town Centre Court  
Post Office Box 5555, Station D  
Scarborough  
M1R 5E1  
Compensation:  
(416) 973-4514  
Payment:  
(416) 973-4532  
Production and Technical Services:  
(416) 973-4574

Toronto  
**Procurement**  
c/o CFB Toronto  
Building 151, 2nd Floor  
Downsview  
M3K 1Y7  
(416) 635-4731

**PRINCE EDWARD ISLAND**

Charlottetown  
Dominion Building, 2nd Floor  
97 Queen Street  
Post Office Box 5000  
C1A 7V6  
(902) 566-7555  
(902) 566-7554 (Fax)  
Purchasing:  
(902) 566-7388

**QUEBEC**

Bagotville  
CFB Bagotville  
Building 60, Suite 13  
Post Office Box 380  
Alouette  
G0V 1A0  
(418) 677-2042

Hull  
**Head Office**  
Place du Portage, Phase III  
11 Laurier Street  
Mail: Ottawa, Ontario K1A 0S5  
(819) 997-6363  
Crown Assets Distribution Group:  
(819) 956-5026  
Science Culture Canada Program:  
(819) 956-1772

Laval  
**Purchasing**  
Building F32, 2nd Floor  
250 Montée St François  
H7C 1S5  
(514) 661-5987

Montreal  
**Quebec Directorate**  
Guy Favreau Complex  
East Tower, 3rd Floor  
200 René Lévesque Boulevard West  
H2Z 1X4  
(514) 283-1310

Montreal  
**Western Quebec Region**  
800 Du Golf Road  
Île des Soeurs  
H3E 1G9  
(514) 283-2430  
Crown Assets Distribution Centre:  
(514) 283-6164

**Supply and Services Canada***(continued)***QUEBEC** *(continued)*

Montreal

**Purchasing**

Building 42  
6769 Notre Dame Street East  
Post Office Box 4000, Station K  
H1N 3R9  
(514) 283-8097

Quebec

**Eastern Quebec Region**

3175 Des Quatres-Bourgeois Road  
Sainte-Foy  
G1W 4Y6  
(418) 648-4547

Rimouski

140 St Germain Street West,  
Suite 205  
G5L 4B5  
(418) 722-3349

**SASKATCHEWAN**

Regina

**Saskatchewan Region**

2110 Hamilton Street, Room 100  
S4P 4K3  
(306) 780-7333  
Crown Assets Distribution Centre:  
(306) 780-7523  
Procurement Assets:  
(306) 780-5597  
Services:  
(306) 780-5594

Saskatoon

**Services**

Federal Building, Room 602  
101 22nd Street East  
S7K 0E5  
(306) 975-4315

**YUKON**

Whitehorse

300 Main Street, Room 405  
Y1A 2B3  
(403) 667-3945

**Social Sciences and Humanities  
Research Council of Canada  
(SSHRC)**
**ONTARIO**

Ottawa

255 Albert Street  
Post Office Box 1610  
K1P 6G4  
(613) 992-0682

**Standards Council of Canada  
(STCC)**
**ONTARIO**

Ottawa

45 O'Connor Street, Suite 1200  
K1P 6N7  
(613) 238-3222  
(613) 995-4564 (Fax)

**Supreme Court of Canada (SUPC)**
**ONTARIO**

Ottawa

Supreme Court of Canada Building  
Wellington Street  
K1A 0J1  
(613) 995-5361

**Status of Women Canada (SWC)**
**ONTARIO**

Ottawa

360 Albert Street, Suite 700  
K1A 1C3  
(613) 995-7835

**Treasury Board of Canada (TB)**
**ONTARIO**

Ottawa

**Secretariat**

L'Esplanade Laurier  
140 O'Connor Street  
K1A 0R5  
(613) 957-2400

Ottawa

**Office of the Comptroller General of Canada**

West Tower, 9th Floor  
300 Laurier Avenue West  
K1A 1E4  
(613) 957-2400

**Transport Canada (TC)**
**ALBERTA**

Calgary

**Airports Group**

Calgary International Airport  
2000 Airport Road North East  
T2E 6W5  
Airport Management:  
(403) 292-8418  
(403) 292-8417 (Fax)

Calgary

**Aviation**

680 Palmer Road North East,  
Suite 200  
T2E 7G4  
Air Regulations (Pilots):  
(403) 292-5227  
Airworthiness:  
(403) 292-5007  
(403) 292-6709 (Fax)

Calgary

**Aviation**

Air Traffic Services  
Calgary International Airport  
Air Operations Building  
1500 Aero Road North East  
T2E 8E5  
(403) 292-8555  
(403) 292-6708 (Fax)

Calgary

**Aviation and Airports Group**

Springbank Airport  
Rural Route 2, Site 16  
T2P 2G5  
Air Traffic Control Tower:  
(403) 292-8652  
(403) 292-8771 (Fax)  
Airport Management:  
(403) 292-8601  
Flight Service Station:  
(403) 292-8515  
(403) 292-8548 (Fax)

Edmonton

**Regional Office**

Public Affairs  
Canada Place, Suite 1100  
9700 Jasper Avenue  
T5J 4E6  
(403) 495-3810  
(403) 495-6472 (Fax)

Edmonton

**Aviation**

Air Traffic Services  
Edmonton Municipal Airport  
31 Airport Road  
T5G 0W6  
Air Traffic Control Tower:  
(403) 495-4901  
Unit Manager:  
(403) 495-6641  
(403) 495-7298 (Fax)





## Edmonton

**Aviation and Airports Group**

Western Regional Office  
Canada Place  
9700 Jasper Avenue  
T5J 4E6

Airports Group:  
(403) 495-3832  
(403) 495-4748 (Fax)

Aviation:  
(403) 495-3879  
(403) 495-4918 (Fax)  
Aviation Safety Programs:  
(403) 495-3861  
(403) 495-7355 (Fax)

## Edmonton

**Aviation and Airports Group**

Edmonton International Airport  
Post Office Box 9860  
T5J 2T2

(403) 890-8324  
(403) 890-8446 (Fax)  
Air Traffic Services:  
(403) 890-8301

Flight Data:  
(403) 890-8305  
Flight Service Station:  
(403) 890-8386  
Regional Air Traffic Services School:  
(403) 890-8302

## Edmonton

**Canadian Coast Guard**

Search and Rescue  
Post Office Box 9860  
T5J 2T2  
(403) 973-4402

## Edmonton

**Policy and Co-ordination**

Canada Place, 12th Floor  
9700 Jasper Avenue  
T5J 4E6  
(403) 495-3816  
(403) 495-6472 (Fax)

## Fort McMurray

**Aviation and Airports Group**

Fort McMurray Airport  
Post Office Box 5450  
T9H 3G4

Air Traffic Services:  
(403) 791-3212  
Airport Management:  
(403) 790-3900  
(403) 790-3904 (Fax)  
Flight Service Station:  
(403) 743-3807

## Grande Prairie

**Aviation and Airports Group**

Grande Prairie Airport  
Rural Route 2  
T8V 2Z9

Air Traffic Services:  
(403) 532-1717  
Airport Management:  
(403) 539-5270  
(403) 532-1520 (Fax)  
Flight Service Station:  
(403) 539-5185  
Technical Services:  
(403) 539-5246  
(403) 539-6744 (Fax)

## Grimshaw

**Aviation**

Flight Service Station  
Post Office Box 1310  
T0H 1W0  
(403) 624-4385  
(403) 624-4731 (Fax)  
Air Traffic Control Tower:  
(403) 624-5142

## High Level

**Aviation**

Flight Service Station  
Post Office Box 273  
T0H 1Z0  
(403) 926-3606  
(403) 926-2493 (Fax)

## Lethbridge

**Aviation**

Lethbridge Airport  
Post Office Box 1190  
Raymond  
T0K 2S0  
(403) 382-3182  
Air Traffic Control Tower:  
(403) 382-3183  
(403) 328-3034 (Fax)

## Lethbridge

**Aviation and Airports Group**

Lethbridge Airport  
Post Office Box 790  
T1J 3Z6  
Airport Management:  
(403) 382-3165  
(403) 382-3169 (Fax)  
Flight Service Station:  
(403) 382-3180

## Medicine Hat

**Aviation**

Flight Service Station  
49 Viscount Avenue South West  
T1A 5G4  
(403) 526-3040  
(403) 527-2561 (Fax)

## Mynarski Park

**Aviation**

Flight Service Station  
CFB Mynarski Park  
Post Office Box 48  
T0M 1N0  
(403) 886-4547  
(403) 886-2151 (Fax)

## St Albert

**Aviation and Airports Group**

Villeneuve Airport  
Rural Route 1, Box 30, Site 2  
T8N 1M8  
Air Traffic Control Tower:  
(403) 458-5828  
Airport Management:  
(403) 458-4841  
(403) 459-7170 (Fax)

## Whitecourt

**Aviation**

Flight Service Station  
Post Office Box 119  
T7S 1N3  
(403) 778-2940

## BRITISH COLUMBIA

## Abbotsford

**Aviation and Airports Group**

Post Office Box 9  
V2S 4N7  
(604) 855-1001  
(604) 855-1066 (Fax)  
Air Traffic Control Tower:  
(604) 855-6864  
Flight Service Station:  
(604) 852-2781

## Alert Bay

**Canadian Coast Guard**

Radio Station  
Post Office Box 120  
V0N 1A0  
(604) 974-5413  
(604) 974-5384 (Fax)

## Bamfield

**Canadian Coast Guard**

Search and Rescue  
V0R 1B0  
(604) 728-3322  
(604) 728-3272 (Fax)

## Campbell River

**Aviation**

Flight Service Station  
Post Office Box 190  
V9W 5A7  
(604) 923-3942  
(604) 923-2518 (Fax)

## Campbell River

**Canadian Coast Guard**

Search and Rescue  
Post Office Box 250  
V9W 5B1  
(604) 287-8612  
(604) 287-2694 (Fax)

**Transport Canada (continued)**  
**BRITISH COLUMBIA (continued)**

**Castlegar**

**Aviation and Airports Group**

Castlegar Airport  
 Suburban Service 1, Site 2,  
 Compartment 2  
 V1N 3H7  
 (604) 365-5151  
 (604) 365-5949 (Fax)  
 Flight Service Station:  
 (604) 365-3013

**Cranbrook**

**Aviation**

Flight Service Station  
 Cranbrook Airport  
 Post Office Box 130  
 V1C 4H7  
 (604) 426-6312  
 (604) 426-5641 (Fax)

**Dawson Creek**

**Aviation**

Flight Service Station  
 Dawson Creek Municipal Airport  
 Post Office Box 690  
 V1G 4H7  
 (604) 782-5375  
 (604) 782-7860 (Fax)

**Delta**

**Aviation**

Air Traffic Control Tower  
 Boundary Bay Airport  
 3880 72nd Street  
 V4K 3N2  
 (604) 946-0710  
 (604) 946-7422 (Fax)

**Fort Nelson**

**Aviation and Airports Group**

Fort Nelson Airport  
 Rural Route 1, Box 1  
 V0C 1R0  
 Airport Management:  
 (604) 774-6454  
 (604) 774-3452 (Fax)  
 Flight Service Station:  
 (604) 774-3124

**Fort St John**

**Aviation and Airports Group**

Fort St John Airport  
 Post Office Box 6490  
 V1J 4H9  
 Air Traffic Control Tower:  
 (604) 785-3111  
 Air Traffic Services:  
 (604) 785-4949  
 Airport Management:  
 (604) 787-0427  
 Flight Service Station:  
 (604) 787-0434  
 Technical Services:  
 (604) 787-0175

**Ganges**

**Canadian Coast Guard**

Search and Rescue  
 Post Office Box 539  
 V0S 1E0  
 (604) 537-5813  
 (604) 537-4170 (Fax)

**Kamloops**

**Aviation and Airports Group**

Kamloops Airport  
 3035 Airport Drive  
 V2B 7X1  
 (604) 376-3613  
 (604) 376-3935 (Fax)  
 Air Traffic Control Tower:  
 (604) 376-2745  
 (604) 376-0571 (Fax)  
 Flight Service Station:  
 (604) 376-7941

**Kelowna**

**Aviation**

Kelowna Municipal Airport  
 5533 Kelowna Airport, Room 3  
 V1V 1S1  
 (604) 765-3958  
 (604) 765-3353 (Fax)

**Lazo**

**Canadian Coast Guard**

Radio Station  
 Post Office Box 220  
 V0R 2K0  
 (604) 339-3613  
 (604) 339-2372 (Fax)

**Nanaimo**

**Aviation**

Flight Service Station  
 Nanaimo Municipal Airport  
 Cassidy  
 V0R 1H0  
 (604) 245-4032  
 (604) 245-5548 (Fax)

**Nanaimo**

**Canadian Coast Guard**

Ship Safety  
 Federal Building  
 60 Front Street  
 V9R 5H7  
 (604) 754-0244  
 (604) 754-0245 (Fax)

**New Westminster**

**Canadian Coast Guard**

Ship Safety  
 Federal Building, Room 302  
 549 Columbia Street  
 V3L 1B3  
 (604) 666-0445  
 (604) 666-1911 (Fax)

**New Westminster**

**Surface Group**

Pacific Region  
 Begbie Court, 3rd Floor  
 668 Carnarvon Street  
 V3H 5Y6  
 (604) 666-0012  
 (604) 666-7747 (Fax)

**Parksville**

**Canadian Coast Guard**

Search and Rescue  
 Post Office Box 2410  
 V0R 2S0  
 (604) 248-2724

**Penticton**

**Aviation and Airports Group**

Penticton Airport  
 Rural Route 2, Site 30  
 V2A 6J7  
 (604) 492-6042  
 (604) 492-6334 (Fax)  
 Flight Service Station:  
 (604) 492-3001

**Pitt Meadows**

**Aviation and Airports Group**

Pitt Meadows Airport  
 11465 Baynes Road South,  
 Module 11  
 V3Y 2B4  
 (604) 465-8977  
 (604) 465-4512 (Fax)  
 Air Traffic Control Tower:  
 (604) 465-6255

**Port Hardy**

**Aviation and Airports Group**

Port Hardy Airport  
 Post Office Box 460  
 V0N 2P0  
 (604) 949-6424  
 (604) 949-9013 (Fax)  
 Flight Service Station:  
 (604) 949-6331

**Port Hardy**

**Canadian Coast Guard**

Search and Rescue  
 Post Office Box 2700  
 V0N 2P0  
 (604) 949-9099

**Powell River**

**Canadian Coast Guard**

Search and Rescue  
 3330 Hernando Avenue  
 V8A 1B8  
 (604) 485-7511





## Prince George

**Aviation and Airports Group**

Prince George Airport  
Rural Route 8, Site 10,  
Compartment 6  
V2N 4M6  
(604) 963-8461  
(604) 963-3313 (Fax)  
Air Traffic Control Tower:  
(604) 963-7770  
(604) 963-8635 (Fax)  
Flight Service Station:  
(604) 963-9621  
(604) 963-7912 (Fax)

## Prince Rupert

**Aviation and Airports Group**

Prince Rupert Airport  
Postal Bag 4000  
V8J 3S3  
(604) 627-3020  
Flight Service Station:  
(604) 627-3029

## Prince Rupert

**Canadian Coast Guard**

Postal Bag 3670  
V8J 3R1  
Search and Rescue:  
(604) 627-3063  
Ship Safety:  
(604) 627-0340

## Prince Rupert

**Canadian Coast Guard**

Radio Station  
Postal Bag 1900  
V8J 4C2  
(604) 627-3079  
(604) 627-3068 (Fax)

## Prince Rupert

**Canadian Coast Guard**

Vessel Traffic Centre  
Postal Bag 4444  
V8J 4K2  
(604) 627-3074

## Prince Rupert

**Pacific Pilotage Authority**

335 3rd Avenue West  
Post Office Box 373  
V8J 1L3  
(604) 627-3015

## Quesnel

**Aviation and Airports Group**

Quesnel Airport  
Post Office Box 4100  
V2J 3J2  
(604) 992-2208  
Flight Service Station:  
(604) 992-6722

## Sandspit

**Aviation**

Post Office Box 212  
V0T 1T0  
(604) 637-2204  
Flight Service Station:  
(604) 637-5311

## Smithers

**Aviation and Airports Group**

Smithers Airport  
V0J 2N0  
(604) 847-3664  
Flight Service Station:  
(604) 847-2035

## Terrace

**Aviation and Airports Group**

Terrace Airport  
Rural Route 4  
V8G 4V2  
(604) 635-2659  
Flight Service Station:  
(604) 635-2110

## Ucluelet

**Canadian Coast Guard**

V0R 3A0  
Radio Station:  
(604) 726-7312  
(604) 726-7019 (Fax)  
Ship-to-Shore:  
(604) 726-7716  
Vessel Traffic Centre:  
(604) 726-7777

## Vancouver

**Regional Office**

Public Affairs  
800 Burrard Street, Suite 1020  
V6Z 2J8  
(604) 666-3155  
(604) 666-7593 (recorded message)  
(604) 666-7215 (Fax)

## Vancouver

**Aviation**

Vancouver Harbour Control Tower  
200 Granville Street  
Post Office Box 18  
V6C 1S4  
(604) 681-7389

## Vancouver

**Aviation and Airports Group**

Pacific Regional Office  
800 Burrard Street, Room 220  
V6Z 2J8  
Aviation:  
(604) 666-5851  
Licensing:  
(604) 666-5571

## Vancouver

**Aviation and Airports Group**

Vancouver International Airport  
V7B 1Y7  
(604) 276-6208  
Air Traffic Control Tower:  
(604) 666-9610  
Flight Service Station:  
(604) 666-9603  
Vancouver Area Control Centre:  
(604) 666-9600 (IFR Flight Planning)  
VFR Flight Planning:  
(604) 666-9403

## Vancouver

**Canadian Coast Guard**

Western Regional Office  
800 Burrard Street, Suite 620  
V6Z 2J8  
(604) 631-3700  
Fleet Systems:  
(604) 631-3830  
Harbours and Ports:  
(604) 631-3800  
Marine Navigation Services:  
(604) 631-3720  
Search and Rescue:  
(604) 631-3970  
Ship Safety:  
(604) 631-3841  
Telecommunications and Electronics:  
(604) 631-3870

## Vancouver

**Canadian Coast Guard**

Kapilano 100 Building  
100 Park Royal South  
West Vancouver  
V7T 1A2  
Marine Emergency:  
(604) 666-1388  
Vessel Traffic Services:  
(604) 666-1002

## Vancouver

**Canadian Coast Guard**

Radio Station  
4611 Cowley Crescent, Room 109  
Richmond  
V7B 1B9  
(604) 666-2263  
(604) 273-3829 (Fax)

## Vancouver

**Canadian Coast Guard**

Search and Rescue  
Post Office Box 23838  
Richmond  
V7B 1X9  
(604) 278-7717

## Vancouver

**Canadian Coast Guard**

Search and Rescue  
4160 Marine Drive  
West Vancouver  
V7V 1N6  
(604) 666-1840

## Vancouver

**Canadian Coast Guard**

Ship Safety  
260 West Esplanade, Room 101  
North Vancouver  
V7M 1A4  
(604) 666-3636

## Vancouver

**Pacific Pilotage Authority**

1199 West Hastings Street, Suite 300  
V6E 4G9  
(604) 666-6771

**Transport Canada (continued)**  
**BRITISH COLUMBIA (continued)**

Vancouver

**Policy and Co-ordination**

800 Burrard Street, Suite 1020  
 V6Z 2J8  
 (604) 666-5859  
 (604) 666-7255 (Fax)

Victoria

**Aviation**

Flight Service Station  
 25 Huron Street  
 V8V 4V9  
 (604) 363-0160  
 (604) 363-0162 (Fax)

Victoria

**Aviation and Airports Group**

Victoria International Airport  
 9600 Canora Road  
 Sidney  
 V8L 4R1  
 (604) 363-6600  
 (604) 363-6609 (Fax)  
 Air Traffic Control Tower:  
 (604) 363-6621

Victoria

**Canadian Coast Guard**

District Office  
 25 Huron Street  
 V8V 4V9  
 (604) 363-3303  
 Marine Navigation Services:  
 (604) 363-0270  
 Ship Safety:  
 (604) 363-3646

Victoria

**Canadian Coast Guard**

Rescue Co-ordination Centre  
 CFB Esquimalt, Building 77  
 FMO Victoria  
 V0S 1B0  
 (604) 363-2987

Victoria

**Canadian Coast Guard**

Search and Rescue  
 202 Harbour Road  
 V9A 3S1  
 (604) 363-0398

Victoria

**Pacific Pilotage Authority**

211 Dallas Road  
 V8V 1A1  
 (604) 363-3878

Williams Lake

**Aviation and Airports Group**

Williams Lake Airport  
 Post Office Box 4690  
 V2G 2V7  
 Airport Management:  
 (604) 989-4713  
 (604) 989-5553 (Fax)  
 Flight Service Station:  
 (604) 989-4415  
 (604) 989-0117 (Fax)

Williams Lake

**Canadian Coast Guard**

Loran-C Station  
 Post Office Box 4568  
 V2G 2V6  
 (604) 659-5611

**MANITOBA**

Arnes

**Canadian Coast Guard**

Inshore Rescue Boat Unit  
 Silver Harbour Marina  
 R0C 0C0  
 (204) 642-8379

Brandon

**Aviation**

Brandon Airport  
 Post Office Box 505  
 R7A 5Z4  
 (204) 728-7169

Churchill

**Airports Group**

Churchill Airport  
 Post Office Box 1059  
 R0B 0E0  
 (204) 675-8868  
 (204) 675-2523 (Fax)

Dauphin

**Aviation**

Dauphin Airport  
 Post Office Box 237  
 R7N 2V1  
 (204) 638-4021  
 (204) 638-7484 (Fax)

Flin Flon

**Aviation**

Flin Flon Airport  
 Post Office Box 100  
 R8A 1M6  
 (204) 687-7447  
 (204) 687-6673 (Fax)

Gillam

**Aviation**

Gillam Airport  
 Post Office Box 730  
 R0B 0L0  
 (204) 652-2020  
 (204) 652-2881 (Fax)

Lynn Lake

**Aviation**

Flight Service Station  
 Lynn Lake Airport  
 Post Office Box 255  
 R0B 0W0  
 (204) 356-8540

Selkirk

**Canadian Coast Guard**

Search and Rescue  
 Main Street North, Site 70  
 Post Office Box 216  
 R1A 2B2  
 (204) 785-6030  
 (204) 785-1000 (Fax)

The Pas

**Airports Group**

The Pas Airport  
 Post Office Box 4200  
 R9A 1R2  
 (204) 624-5233  
 (204) 624-5678 (Fax)

Thompson

**Aviation**

Thompson Airport  
 Post Office Box 1047  
 R8N 1N7  
 Air Traffic Control Tower:  
 (204) 778-5001  
 (204) 677-9949 (Fax)  
 Flight Service Station:  
 (204) 778-5001  
 (204) 778-6066 (Fax)  
 Weather Information:  
 (204) 677-6900

Winnipeg

**Regional Office**

333 Main Street, 22nd Floor  
 Post Office Box 8550  
 R3C 0P6  
 Public Affairs:  
 (204) 983-3152  
 (204) 983-6315  
 Policy and Co-ordination:  
 (204) 983-7495

Winnipeg

**Airports Group**

St Andrews Airport  
 Rural Route 1B, Box 1, Group 6A  
 R3C 4A3  
 (204) 983-3735

Winnipeg

**Airports Group**

Winnipeg International Airport  
 2000 Wellington Avenue,  
 Room B1037  
 R3H 1C1  
 (204) 983-8410





## Winnipeg

**Aviation and Airports Group**

Regional Office  
333 Main Street  
Post Office Box 8550  
R3C 0P6  
(204) 983-3076  
Airports Group:  
(204) 983-4359  
(204) 984-2153 (Fax)  
Aviation:  
(204) 983-4333  
Aviation System Safety:  
(204) 983-2926  
Licensing and Inspection:  
(204) 983-4341

## Winnipeg

**Grain Transportation Agency**

200 Graham Avenue, Room 300  
R3C 4L5  
(204) 983-3212  
(204) 983-8855 (Fax)

## Winnipeg

**Surface Group**

Central Region  
344 Edmonton Street, Room 204  
R3B 2L4  
(204) 983-5969  
(204) 983-8992 (Fax)

## NEW BRUNSWICK

## Bathurst

**Canadian Coast Guard**

Ship Safety  
Post Office Box 1207  
E2A 4J1  
(506) 548-7491  
(506) 548-7180 (Fax)

## Charlo

**Aviation**

Flight Service Station  
Charlo Airport  
Postal Bag 1001  
E0B 1M0  
(506) 684-5405  
(506) 684-5811 (Fax)

## Fredericton

**Airports Group**

Fredericton Airport  
Rural Route 1, Box 1, Site 15  
E3B 4X2  
(506) 446-6200  
(506) 446-6219 (Fax)

## Fredericton

**Aviation**

Flight Service Station  
Fredericton Airport  
Rural Route 1, Box 19, Site 15  
E3B 4X2  
(506) 446-6232  
(506) 446-6248 (Fax)

## Moncton

**Regional Office**

95 Foundry Street  
Post Office Box 42  
E1C 8K6  
(506) 851-7200  
Public Affairs:  
(506) 851-7314  
(506) 851-7327 (Fax)  
Policy and Co-ordination:  
(506) 851-7571  
(506) 851-7576 (Fax)

## Moncton

**Aviation**

Air Traffic Control Centre  
222 Old Coach Road  
Riverview  
E1B 4G2  
(506) 851-7138  
(506) 851-7564 (Fax)

## Moncton

**Aviation and Airports Group**

Atlantic Regional Office  
95 Foundry Street  
Post Office Box 42  
E1C 8K6  
Air Traffic Services:  
(506) 851-7180  
(506) 851-3012 (Fax)  
Airports Group:  
(506) 851-7315  
(506) 851-7542 (Fax)  
Aviation System Safety:  
(506) 851-7110  
(506) 851-3022 (Fax)  
Licensing:  
(506) 851-7131  
(506) 851-7190 (Fax)

## Moncton

**Aviation and Airports Group**

Moncton Airport  
Rural Route 5  
E1C 8J9  
(506) 851-2200  
(506) 851-2219 (Fax)  
Flight Service Station:  
(506) 858-2250

## Moncton

**Surface Group**

Railway Safety  
95 Foundry Street, Suite 301  
E1C 5H7  
(506) 851-7040  
(506) 851-7042 (Fax)

## Newcastle

**Canadian Coast Guard**

Harbours and Ports  
Public Warehouse  
Newcastle Wharf  
Post Office Box 32  
E1V 3M2  
(506) 622-0918

## Pointe-du-Chêne

**Canadian Coast Guard**

Inshore Rescue Boat Unit  
General Delivery  
E0A 2J0  
(506) 532-6414  
(Summer service only)

## Saint John

**Atlantic Pilotage Authority**

Saint John District Office  
Post Office Box 6515, Station A  
E2L 4R9  
(506) 636-4864

## Saint John

**Aviation and Airports Group**

Saint John Airport  
4180 Loch Lomond Road  
E2N 1L7  
(506) 636-3950  
(506) 636-3960 (Fax)  
Flight Service Station and Radio  
Station:  
(506) 636-3991

## Saint John

**Canadian Coast Guard**

District Office  
Ward Street  
Post Office Box 7730, Station A  
E2L 4X6  
Ship Safety:  
(506) 636-4748  
(506) 636-4733 (24-hour service)  
(506) 636-4756 (Fax)  
Vessel Traffic Centre (Fundy):  
(506) 636-4269  
(506) 636-4696 (24-hour service)  
(506) 636-5000 (Fax)

## Saint-Léonard

**Airports Group**

Saint-Léonard Airport  
Post Office Box 518  
E0L 1M0  
(506) 423-7571  
(506) 423-1186 (Fax)

## Shippagan

**Canadian Coast Guard**

Post Office Box 680  
E0B 2P0  
(506) 336-2296  
(506) 336-9081 (Fax)

## Westfield

**Canadian Coast Guard**

Inshore Rescue Boat Unit  
Westfield Marina  
Hardings Point  
E0G 3J0  
(506) 763-3216  
(May to September)

**Transport Canada (continued)****NEWFOUNDLAND****Burgeo****Canadian Coast Guard**

Search and Rescue

Post Office Box 339

A0M 1A0

(709) 886-2728

(709) 886-2563 (Fax)

**Burin****Canadian Coast Guard**

Post Office Box 427

A0E 1E0

(709) 891-1610

(709) 891-1817 (Fax)

Search and Rescue:

(709) 891-2290

**Channel – Port aux Basques****Canadian Coast Guard**

Vessel Traffic Centre

Port aux Basques Centre

Post Office Box 99

A0M 1C0

(709) 695-2167

(709) 695-7784 (Fax)

**Corner Brook****Canadian Coast Guard**

Ship Safety

Millbrook Mall, 3rd Floor

Post Office Box 22

A2H 6C3

(709) 637-4390

**Deer Lake****Aviation and Airports Group**

Deer Lake Airport

A0K 2E0

(709) 635-3601

(709) 635-5668 (Fax)

Flight Service Station:

(709) 635-5251

(709) 635-5188 (Fax)

**Gander****Aviation and Airports Group**

Gander International Airport

Post Office Box 400

A1V 1W8

(709) 256-6667

(709) 256-6725 (Fax)

Gander Area Control Centre:

(709) 256-6750

International Flight Service Station:

(709) 256-6754

**Happy Valley – Goose Bay****Labrador****Aviation and Airports Group**

Goose Bay Airport

Post Office Box 901, Station A

A0P 1S0

(709) 896-2903

(709) 896-5392 (Fax)

Flight Service Station:

(709) 896-3242

**Happy Valley – Goose Bay**  
**Labrador****Canadian Coast Guard**

Post Office Box 28, Station C

A0P 1C0

(709) 896-2569

**Happy Valley – Goose Bay**  
**Labrador****Canadian Coast Guard**

Radio Station

Post Office Box 610, Station A

A0P 1S0

(709) 896-2252

**Lewisporte****Canadian Coast Guard**

Ship Safety

District Office

Post Office Box 237

A0G 3A0

(709) 535-2503

**Marystown****Canadian Coast Guard**

Ship Safety

District Office

Post Office Box 1143

A0E 2M0

(709) 279-2201

**Placentia****Canadian Coast Guard**

Vessel Traffic Centre

Post Office Box 389

A0B 2Y0

(709) 227-2181

**St Anthony****Canadian Coast Guard**

Post Office Box 693

A0K 4S0

Radio Station:

(709) 454-3852

Search and Rescue:

(709) 454-3600

**St Anthony East****Airports Group**

St Anthony Airport

A0K 4T0

(709) 454-3632

(709) 454-2136 (Fax)

Flight Service Station:

(709) 454-8813

**St John's****Regional Office**

Public Affairs

Atlantic Place, Suite 608

215 Water Street

Post Office Box 69

A1C 6C9

(709) 772-4328

(709) 772-4222 (Fax)

**St John's****Airports Group**

St John's Airport

Post Office Box 5670

A1C 5W8

(709) 772-5588

(709) 772-5621 (Fax)

**St John's****Aviation**

District Office

Post Office Box 5670

A1C 5W8

(709) 772-4146

**St John's****Canadian Coast Guard**

Newfoundland Regional Office

Post Office Box 1300

A1C 6H8

General Inquiries:

(709) 772-5146

District Office:

(709) 772-5167

Emergency Operations (oil spills):

(709) 772-5171

Harbours and Ports:

(709) 772-5154

Marine Rescue Sub-centre (24-hour service):

(709) 772-5151

Radio Station:

(709) 772-2106

Search and Rescue:

(709) 772-2123

Ship Safety:

(709) 772-5165

Vessel Traffic Centre (24-hour service):

(709) 772-2083

**St John's****Policy and Co-ordination**

Atlantic Place, Suite 608

215 Water Street

Post Office Box 69

A1C 6C9

(709) 772-5902

**St Lawrence****Canadian Coast Guard**

Radio Station

Post Office Box 190

A0E 2V0

(709) 873-2931

**Stephenville****Aviation and Airports Group**

Stephenville Airport

13 Tennessee Drive

A2N 2Y3

(709) 643-3023

(709) 643-2136 (Fax)

Flight Service Station:

(709) 643-3600

(709) 643-6057 (Fax)





## Stephenville

**Canadian Coast Guard**

Harbours and Ports  
District Office  
Post Office Box 568  
A2N 3B4  
(709) 643-3632

## Stephenville

**Canadian Coast Guard**

Radio Station  
Post Office Box 630  
A2N 3B5  
(709) 643-5516

## Twillingate

**Canadian Coast Guard**

Search and Rescue  
A0G 4M0  
(709) 884-2781

## Wabush

## Labrador

**Aviation and Airports Group**

Wabush Airport  
A0R 1B0  
(709) 282-5412  
(709) 282-3929 (Fax)  
Flight Service Station:  
(709) 282-6224

**NORTHWEST TERRITORIES**

## Baker Lake

**Aviation**

Flight Service Station  
Baker Lake Airport  
Post Office Box 210  
X0C 0A0  
(819) 793-2830  
(819) 793-2440 (Fax)

## Cambridge Bay

**Aviation and Airports Group**

Post Office Box 80  
X0E 0C0  
(403) 983-2511  
Flight Service Station:  
(403) 983-2501

## Coppermine

**Aviation**

Flight Service Station  
Post Office Box 130  
X0E 0E0  
(403) 982-4704  
(403) 982-5513 (Fax)

## Coral Harbour

**Aviation**

Coral Harbour Airport  
X0C 0C0  
(819) 925-9711

## Fort Simpson

**Aviation and Airports Group**

X0E 0N0  
(403) 695-2471  
(403) 695-2734 (Fax)  
Flight Service Station:  
(403) 695-2491  
(403) 695-3744 (Fax)

## Fort Smith

**Aviation and Airports Group**

X0E 0P0  
Airport Management:  
(403) 872-2007  
(403) 872-4007 (Fax)  
Flight Service Station:  
(403) 872-2376

## Hay River

**Aviation and Airports Group**

Postal Bag 4000  
X0E 0R0  
Airport Management:  
(403) 874-2353  
(403) 874-2138 (Fax)  
Flight Service Station:  
(403) 874-2441

## Hay River

**Canadian Coast Guard**

Marine Navigation Services  
Post Office Box 5002  
X0E 0R0  
(403) 874-5500

## Inuvik

**Aviation and Airports Group**

Postal Bag 11  
X0E 0T0  
Airport Management:  
(403) 979-2467  
(403) 979-3776 (Fax)  
Flight Service Station:  
(403) 979-2522

## Inuvik

**Canadian Coast Guard**

Radio Station  
Postal Bag 2659  
X0E 0T0  
(403) 979-3625  
(June to October)  
Ship-to-Shore:  
(403) 979-2667

## Iqaluit

**Airports Group**

Post Office Box 550  
X0A 0H0  
(819) 979-5224  
(819) 979-6985 (Fax)

## Iqaluit

**Aviation**

Flight Service Station  
Post Office Box 1270  
X0A 0H0  
(819) 979-5865  
(819) 979-5247 (Fax)

## Iqaluit

**Canadian Coast Guard**

Radio Station  
Post Office Box 189  
X0A 0H0  
(819) 979-5269  
(July to November)

## Norman Wells

**Aviation and Airports Group**

X0E 0V0  
Airport Management:  
(403) 587-2451  
(403) 587-2718 (Fax)  
Flight Service Station:  
(403) 587-2555

## Rankin Inlet

**Aviation and Airports Group**

Rankin Inlet Airport  
Post Office Box 250  
X0C 0G0  
(819) 645-2682  
(819) 645-2859 (Fax)  
Flight Service Station:  
(819) 645-2672

## Resolute

**Airports Group**

Post Office Box 30  
X0A 0V0  
(819) 252-3923  
(819) 252-3684 (Fax)

## Resolute

**Aviation**

Flight Service Station  
Post Office Box 90  
X0A 0V0  
(819) 252-3840  
(819) 252-3716 (Fax)

## Tuktoyaktuk

**Aviation**

Flight Service Station  
Post Office Box 90  
X0E 1C0  
(403) 977-2404  
(403) 977-2231 (Fax)

## Yellowknife

**Airports Group**

Post Office Box 1, Yellowknife Airport  
X1A 3T2  
(403) 873-4680  
(403) 873-3313 (Fax)

## Yellowknife

**Aviation**

Aviation Regulation District Office  
2 Yellowknife Airport  
X1A 3T2  
Airworthiness:  
(403) 873-3066  
(403) 873-6914 (Fax)

## Yellowknife

**Aviation**

Air Traffic Services  
Post Office Box 1499  
X1A 2P1  
(403) 873-4973

## Yellowknife

**Aviation**

Flight Service Station  
Yellowknife Airport  
X1A 3T2  
(403) 873-4049  
(403) 920-7119 (Fax)

**Transport Canada (continued)****NOVA SCOTIA****Bickerton West****Canadian Coast Guard**

Search and Rescue

Post Office Box 70

B0J 1A0

(902) 364-2555

**Clark's Harbour****Canadian Coast Guard**

Search and Rescue

Post Office Box 300

B0W 1P0

(902) 745-2433

**Dartmouth****Regional Office**

Public Affairs

Royal Bank Building, 7th Floor

46 Portland Street

Post Office Box 1013

B2Y 4K2

(902) 426-3589

(902) 426-6710 (Fax)

**Dartmouth****Canadian Coast Guard**

Maritimes Regional Office

Royal Bank Building

46 Portland Street

Post Office Box 1013

B2Y 4K2

Fleet Information:

(902) 426-6146

Harbours and Ports:

(902) 426-2588

(902) 426-6768

Marine Navigation Services:

(902) 426-3939

Marine Traffic Centre Dartmouth:

(902) 426-2176

Marine Traffic Centre Halifax:

(902) 426-9750

(902) 426-9754

Search and Rescue – Emergency Calls:

(902) 427-2102

(902) 427-8200

(Collect calls accepted)

Search and Rescue – Information:

(902) 426-6030

Ship Safety:

(902) 426-7722

Telecommunications and Electronics:

(902) 426-3668

**Dartmouth****Canadian Coast Guard**

District Office

Parker Street

Post Office Box 1000

B2Y 3Z8

(902) 426-3704

Inshore Rescue Boat Unit:

(902) 426-7597

**Dartmouth****Canadian Coast Guard**

Security and Emergency Planning Group

Queen Square, Suite 800

45 Alderney Drive

Post Office Box 1221

B2Y 4B9

(902) 426-5636 (24-hour service)

**Elmsdale****District Office**

Post Office Box 280

B0N 1M0

(902) 873-1376

(902) 873-1378 (Fax)

**Halifax****Atlantic Pilotage Authority**

Head Office

Purdy's Wharf, Tower 1, Suite 1402

1959 Upper Water Street

B3J 3N2

(902) 426-2550

(902) 426-4004 (Fax)

**Halifax****Aviation and Airports Group**

Halifax International Airport

B0N 1M0

(902) 873-1200

(902) 873-1258 (Fax)

Air Traffic Services:

(902) 873-1361

(902) 873-1383 (Fax)

Duty Manager:

(902) 873-1234

Flight Service Station:

(902) 873-1362

(902) 873-1372 (Fax)

Information Booth:

(902) 873-1223

**Halifax****Canadian Coast Guard**

Rescue Co-ordination Centre

Building D-201, Room 254

FMO Halifax

MARCOM HQ Dockyard

B3K 2X0

(902) 427-8200

(902) 427-2102

**Halifax****Surface Group**

Railway Safety and Transport of

Dangerous Goods

Atlantic Region

Halifax Insurance Building, Suite 300

5670 Spring Garden Road

B3J 1H6

(902) 426-9461

(902) 426-6921 (Fax)

**Ketch Harbour****Canadian Coast Guard**

Radio Station

B0J 1X0

(902) 868-2345

**Louisbourg****Canadian Coast Guard**

Search and Rescue

Post Office Box 415

B0A 1M0

(902) 733-2128

**Mahone Bay****Canadian Coast Guard**

Inshore Rescue Boat Unit

Western Post Office

B0J 2E0

(902) 627-2755

(May to September)

**Mulgrave****Canadian Coast Guard**

Rural Route 1, Eddy Point Site

B0E 2G0

Emergency Services Centre:

(902) 747-3430

Harbours and Ports:

(902) 747-3143

Marine Navigation Services:

(902) 747-3410

**Pictou****Canadian Coast Guard**

Inshore Rescue Boat Unit

General Delivery

B0K 1H0

(902) 485-6556

(May to September)

**Port Hawkesbury****Canadian Coast Guard**

Ship Safety

District Office

Reeves Street

Post Office Box 2012

B0E 2V0

(902) 625-0803

**Port Mouton****Canadian Coast Guard**

Search and Rescue

Rural Route 1

B0T 1T0

(902) 683-2091

**Sambro****Canadian Coast Guard**

Search and Rescue

Sambro Post Office

B0J 2Y0

(902) 868-2444

**Sydney****Aviation**

Flight Service Station

Sydney Airport

Post Office Box 670

B1P 6H7

(902) 564-7730





## Sydney

**Canadian Coast Guard**

Canadian Coast Guard College  
1190 Westmount Road  
Post Office Box 4500  
B1P 6L1  
(902) 564-3660

## Sydney

**Canadian Coast Guard**

Radio Station  
Post Office Box 863  
B1P 6J1  
(902) 564-7751

## Sydney

**Canadian Coast Guard**

Ship Safety  
Federal Arts Building, 2nd Floor  
196 George Street  
B1P 1J3  
(902) 564-7006  
(902) 564-7648 (Fax)

## Westport

**Canadian Coast Guard**

Search and Rescue  
Post Office Box 1240  
B0V 1H0  
(902) 839-2270

## Yarmouth

**Airports Group**

Yarmouth Airport  
Post Office Box 266  
B5A 4B2  
(902) 742-6484  
(902) 742-6881 (Fax)

## Yarmouth

**Aviation**

Flight Service Station  
Yarmouth Airport  
Post Office Box 821  
B5A 4K4  
(902) 742-6466  
(902) 742-0788 (Fax)

## Yarmouth

**Canadian Coast Guard**

Harbours and Ports  
Government Wharf  
Water Street  
Post Office Box 671  
B5A 4B6  
(902) 742-6899

## Yarmouth

**Canadian Coast Guard**

Radio Station  
Post Office Box 37  
B5A 4B1  
(902) 742-6855

## Yarmouth

**Canadian Coast Guard**

Ship Safety  
Federal Building  
15 Willow Street  
Post Office Box 850  
B5A 4K5  
(902) 742-6860

## ONTARIO

## Amherstburg

**Canadian Coast Guard**

370 Dalhousie Street  
N9V 1X3  
(519) 736-5449  
Search and Rescue:  
(519) 736-6533

## Balmertown

**Aviation**

Post Office Box 190  
P0V 1C0  
(807) 662-2581  
(807) 662-2303 (Fax)

## Britt

**Canadian Coast Guard**

Inshore Rescue Boat Unit  
Gereaux Island Light Station  
P0G 1A0  
(705) 383-2241 (summer only)  
(416) 831-2300

## Cardinal

**Canadian Coast Guard**

Navigational Aid Test Establishment  
Blair Road, Rural Route 1  
K0E 1E0  
(613) 657-3186

## Cobourg

**Canadian Coast Guard**

Search and Rescue  
114 Division Street South  
K9A 3P3  
(416) 372-6297

## Collingwood

**Canadian Coast Guard**

Ship Safety  
44 Hurontario Street, 2nd Floor  
Post Office Box 247  
L9Y 3Z5  
(705) 445-3320

## Cornwall

**Great Lakes Pilotage Authority Limited**

Post Office Box 95  
K6H 5R9  
(613) 933-2991  
(613) 932-3793 (Fax)

## Earlton

**Aviation and Airports Group**

Earlton Airport  
Post Office Box 99  
P0J 1E0  
(705) 563-2215  
(705) 563-2526 (Fax)  
Flight Service Station:  
(705) 563-2211

## Goderich

**Canadian Coast Guard**

Search and Rescue  
Post Office Box 279  
N7A 3Z2  
(519) 524-9336

## Gore Bay

**Airports Group**

Gore Bay – Manitoulin Airport  
Post Office Box 236  
P0P 1H0  
Airport Management:  
(705) 282-2101  
Weather Information for Pilots:  
(705) 282-2083

## Gravenhurst

**Airports Group**

Muskoka Airport  
Rural Route 1  
P1P 1R1  
(705) 687-2194  
(705) 687-1056 (Fax)  
Flight Service Station:  
(705) 687-3103

## Hamilton

**Aviation**

Air Traffic Control Tower  
Hamilton Municipal Airport  
Post Office Box 34  
Mount Hope  
L0R 1W0  
(416) 679-6116  
(416) 679-6282 (Fax)

## Honey Harbour

**Canadian Coast Guard**

Inshore Rescue Boat Unit  
General Delivery  
P0E 1E0  
(705) 756-3645 (summer only)  
(416) 831-2300

## Iroquois

**Canadian Coast Guard**

Radio Station  
Rural Route 2  
K0E 1K0  
(613) 657-3147

## Kapusksasing

**Aviation and Airports Group**

Kapusksasing Airport  
Post Office Box 280  
P5N 2Y4  
(705) 335-2611  
(705) 335-5985 (Fax)  
Flight Service Station:  
(705) 335-2615

## Kenora

**Aviation**

Kenora Airport  
Post Office Box 1260  
P9N 3X7  
Flight Service Station:  
(807) 548-4111  
(807) 548-8268 (Fax)

## Kenora

**Canadian Coast Guard**

Lakeside Beach  
Post Office Box 649  
P9N 3X6  
(807) 468-6441

**Transport Canada (continued)**  
**ONTARIO (continued)**

**Kingston**

**Aviation**

Flight Service Station  
 Norman Rodgers Airport  
 Transport Canada Building  
 1041 Front Road  
 K7M 4M2  
 (613) 389-8375  
 (613) 389-0272 (Fax)

**Kingston**

**Canadian Coast Guard**

Search and Rescue  
 Olympic Centre  
 53 Yonge Street  
 K7M 6G4  
 (613) 546-3527

**Kingston**

**Canadian Coast Guard**

Ship Safety  
 Federal Building, Room 235  
 106 Clarence Street  
 K7L 1X4  
 (613) 545-8676

**London**

**Aviation and Airports Group**

750 Crumlin Road  
 N5V 3B6  
 (519) 452-4015  
 (519) 453-8219 (Fax)  
 Air Traffic Control Tower:  
 (519) 452-4004  
 District Airworthiness Office:  
 (519) 452-4032  
 Flight Service Station:  
 (519) 452-4008

**Long Point Beach**

**Canadian Coast Guard**

Inshore Rescue Boat Unit  
 Booth Harbour Marina  
 Mail: Port Rowan N0E 1M0  
 (519) 586-2305 (summer only)  
 (416) 831-2300

**Markham**

**Aviation**

2833 16th Avenue  
 Post Office Box 155  
 L3R 0P8  
 (416) 477-6576  
 (416) 477-9173 (Fax)

**Meaford**

**Canadian Coast Guard**

Search and Rescue  
 Post Office Box 1178  
 N0H 1Y0  
 (519) 538-3771

**Mississauga**

**Aviation**

Air Traffic Control Centre  
 2490 Britannia Road East  
 L4W 2P7  
 (416) 676-4561  
 (416) 676-4687 (Fax)

**North Bay**

**Airports Group**

North Bay Airport  
 Post Office Box 68  
 P1B 8G8  
 (705) 474-3020  
 (705) 472-9867 (Fax)

**North Bay**

**Aviation**

Air Traffic Control Unit (TCU)  
 North Bay Airport  
 Post Office Box 506  
 P1B 8J1  
 (705) 472-6415  
 (705) 472-5826 (Fax)

**North Bay**

**Aviation**

Flight Service Station  
 North Bay Airport  
 Post Office Box 1225  
 P1B 8K4  
 (705) 474-5830  
 (705) 474-8332  
 (705) 474-1988 (Fax)

**Oshawa**

**Aviation**

Air Traffic Control Tower  
 Oshawa Municipal Airport  
 1000 Stevenson Road North  
 L1J 5P5  
 (416) 576-1795  
 (416) 728-3951 (Fax)

**Ottawa**

**Head Office**

Place de Ville  
 Transport Canada Building  
 Tower C, 21st Floor  
 330 Sparks Street  
 K1A 0N5  
 (613) 995-0351 (Fax)  
 Public Affairs:  
 (613) 990-6663

**Ottawa**

**Aviation**

Aeronautical Information Services  
 AIS Publications  
 Place de Ville, Tower C  
 K1A 0N8  
 (613) 991-9970  
 (613) 998-7416 (Fax)

**Ottawa**

**Aviation and Airports Group**

Ottawa International Airport  
 Terminal Building  
 50 Airport Road  
 Gloucester  
 K1V 9B4  
 Air Traffic Control Unit (TCU):  
 (613) 998-3957  
 (613) 998-3842 (Fax)  
 Airport Management:  
 (613) 998-8819  
 (613) 954-2136 (Fax)  
 Airworthiness:  
 (613) 998-3569

**Ottawa**

**Surface Group**

344 Slater Street  
 K1A 0N5  
 Railway Safety:  
 (613) 998-2985  
 Road Safety and Motor Vehicle  
 Regulation:  
 (613) 993-6735  
 Transport of Dangerous Goods:  
 (613) 998-6540  
 (613) 952-1340 (Fax)

**Parry Sound**

**Canadian Coast Guard**

Harbours and Ports  
 28 Waubeek Street  
 Post Office Box 310  
 P2A 2X4  
 (705) 746-2196

**Pickering**

**Canadian Coast Guard**

Search and Rescue  
 1080 Brock Road South, Unit 15-16  
 L1W 3H3  
 (416) 831-2300

**Port Dover**

**Canadian Coast Guard**

Search and Rescue  
 Post Office Box 699  
 N0A 1N0  
 (519) 583-1030

**Port Lambton**

**Canadian Coast Guard**

Inshore Rescue Boat Unit  
 General Delivery  
 L0P 2B0  
 (519) 677-5981 (summer only)  
 (416) 831-2300

**Prescott**

**Canadian Coast Guard**

District Office  
 401 King Street West  
 Post Office Box 1000  
 K0E 1T0  
 (613) 925-2865





- Rockport  
**Canadian Coast Guard**  
 Inshore Rescue Boat Unit  
 K0E 1V0  
 (613) 659-3680
- St Catharines  
**Canadian Coast Guard**  
 Search and Rescue  
 The St Lawrence Seaway Authority  
 508 Glendale Avenue  
 Post Office Box 370  
 L2R 6V8  
 (416) 934-9223
- St Catharines  
**Canadian Coast Guard**  
 Ship Safety  
 43 Church Street, Room 707  
 L2R 7E1  
 (416) 688-4360
- Sarnia  
**Canadian Coast Guard**  
 Radio Station  
 Post Office Box 2839  
 N7T 7W1  
 (519) 336-4003
- Sarnia  
**Canadian Coast Guard**  
 Ship Safety  
 Federal Building, 2nd Floor  
 105 Christina Street South  
 Post Office Box 2928  
 N7T 7W2  
 (519) 336-8130
- Sault Ste Marie  
**Aviation and Airports Group**  
 Sault Ste Marie Airport  
 Rural Route 1  
 P6A 5K6  
 (705) 779-3031  
 (705) 779-3371 (Fax)  
 Air Traffic Control Centre:  
 (705) 779-3707  
 Flight Service Station:  
 (705) 779-3382
- Sault Ste Marie  
**Canadian Coast Guard**  
 Marine Navigation Services  
 1 Canal Drive  
 P6A 6W5  
 (705) 942-0466
- Sault Ste Marie  
**Canadian Coast Guard**  
 Radio Station  
 116 Industrial Park Crescent  
 P6B 5P2  
 (705) 942-1842
- Sioux Lookout  
**Aviation**  
 Flight Service Station  
 Sioux Lookout Airport  
 Post Office Box 8  
 P0V 2T0  
 (807) 737-2819  
 (807) 737-4208 (Fax)
- Sudbury  
**Aviation**  
 Sudbury Airport  
 Rural Route 1  
 Garson  
 P0M 1V0  
 (705) 693-3200  
 (705) 693-2379 (Fax)  
 Flight Service Station:  
 (705) 693-2321
- Thunder Bay  
**Aviation and Airports Group**  
 Thunder Bay Airport  
 100 Princess Street  
 P7E 6N1  
 (807) 577-3143  
 (807) 475-9637 (Fax)  
 Air Traffic Control Tower Office:  
 (807) 475-5823  
 Flight Service Station:  
 (807) 577-3343  
 (807) 577-1313
- Thunder Bay  
**Canadian Coast Guard**  
 Federal Postal Building, Room M-11  
 244 Lincoln Street  
 P7B 5L2  
 Radio Station:  
 (807) 345-5190
- Thunder Bay  
**Canadian Coast Guard**  
 Keefer Terminal  
 Post Office Box 2746, Station P  
 P7B 5G2  
 (807) 345-6311  
 Search and Rescue:  
 (807) 345-1798  
 (807) 345-3147  
 (807) 345-9078 (Fax)
- Thunder Bay  
**Canadian Coast Guard**  
 Ship Safety  
 33 South Court Street, Room 315  
 P7B 2W6  
 (807) 345-6953  
 (807) 345-2951  
 (807) 345-0521 (Fax)
- Thunder Bay  
**Grain Transportation Agency**  
 33 South Court Street, Room 311  
 Post Office Box 2174, Station P  
 P7B 5E8  
 (807) 345-0222  
 (807) 344-9856 (Fax)
- Tilbury  
**Canadian Coast Guard**  
 Inshore Rescue Boat Unit  
 Lighthouse Cove  
 N0P 2L0  
 (519) 682-3155 (summer only)  
 (416) 831-2300
- Timmins  
**Aviation and Airports Group**  
 Timmins Airport  
 Rural Route 2  
 P4N 7C3  
 (705) 264-5805  
 (705) 264-9066 (Fax)  
 Airworthiness:  
 (705) 264-6703  
 Flight Service Station:  
 (705) 264-6006
- Tobermory  
**Canadian Coast Guard**  
 Search and Rescue  
 Post Office Box 219  
 N0H 2R0  
 (519) 596-2710
- Toronto  
**Regional Office**  
 Federal Building, Suite 300  
 4900 Yonge Street  
 Willowdale  
 M2N 6A5  
 Public Affairs:  
 (416) 224-3487  
 (416) 224-2328 (Fax)  
 Policy and Co-ordination:  
 (416) 224-3217  
 (416) 224-7185 (Fax)
- Toronto  
**Aviation**  
 Toronto Island Airport  
 M5V 1A1  
 (416) 973-9239  
 Air Traffic Control Tower:  
 (416) 973-9240
- Toronto  
**Aviation and Airports Group**  
 Ontario Regional Office  
 Federal Building, Suite 300  
 4900 Yonge Street  
 Willowdale  
 M2N 6A5  
 Airports Group:  
 (416) 224-3123  
 Airworthiness:  
 (416) 224-3130  
 Aviation – General Information:  
 (416) 224-3563  
 Aviation System Safety:  
 (416) 224-3193  
 (416) 224-4326 (Fax)
- Toronto  
**Aviation and Airports Group**  
 Lester B Pearson International Airport  
 Post Office Box 6003  
 Toronto AMF  
 L5P 1B5  
 (416) 676-3010  
 (416) 676-3555 (Fax)  
 Public Affairs:  
 (416) 676-3096

**Transport Canada** (*continued*)  
**ONTARIO** (*continued*)

**Toronto**

**Canadian Coast Guard**

Central Regional Office  
 Toronto Star Building, 20th Floor  
 1 Yonge Street

M5E 1E5

(416) 973-2162

Harbours and Ports:

(416) 973-6709

Marine Navigation Services:

(416) 973-3057

Radio Station:

(416) 973-1343

Search and Rescue:

(416) 973-9849

Ship Safety:

(416) 973-3056

Telecommunications and Electronics:

(416) 973-2301

**Toronto**

**Canadian Coast Guard**

Ship Safety

56 Aberfoyle Crescent, 2nd Floor

Etobicoke

M8X 2W4

(416) 954-8890

**Toronto**

**Surface Group**

Railway Safety and Transport of  
 Dangerous Goods

20 Toronto Street, Suite 600

M5C 2B8

(416) 973-9820

(416) 973-9907 (Fax)

**Toronto**

**Surface Group**

Transport of Dangerous Goods

Air Carrier Operations Division

Federal Building, Suite 300

4900 Yonge Street

Willowdale

M2N 6A5

(416) 224-3282

(416) 224-4711 (Fax)

Emergencies:

(613) 996-6666 (to Ottawa)

**Trenton**

**Canadian Coast Guard**

Rescue Co-ordination Centre

CFB Trenton

Post Office Box 810

K8V 5W6

Search and Rescue:

(613) 965-3681

**Virgil**

**Aviation**

Flight Service Centre

Niagara District Airport

Post Office Box 610

L0S 1T0

(416) 688-3866

(416) 688-9129 (Fax)

**Waterloo**

**Aviation**

Waterloo – Guelph Airport

Post Office Box 23

Breslau

N0B 1M0

Air Traffic Control Tower:

(519) 648-2881

(519) 648-2775 (Fax)

Airport Management:

(519) 648-2256

(519) 648-3540 (Fax)

**Warton**

**Aviation**

Warton Airport

Post Office Box 280

N0H 2T0

(519) 534-0140

Flight Service Station:

(519) 534-0290

(519) 534-3808 (Fax)

**Warton**

**Canadian Coast Guard**

Radio Station

Warton Airport

Post Office Box 550

N0H 2T0

(519) 534-2760

**Windsor**

**Aviation and Airports Group**

Windsor Airport

Rural Route 1

N9A 6J3

(519) 969-2430

(519) 969-6053 (Fax)

Air Traffic Control Centre:

(519) 969-3416 (Office)

(519) 969-3751 (Tower)

**PRINCE EDWARD ISLAND**

**Charlottetown**

**Aviation and Airports Group**

Charlottetown Airport

Post Office Box 69

C1A 7K2

(902) 566-7997

Air Traffic Control Tower:

(902) 566-7919

Air Traffic Services Chief:

(902) 566-7909

Airport Management:

(902) 566-7997

(902) 566-7929 (Fax)

Crash, Fire, and Rescue Services:

(902) 566-7911

Flight Service Station:

(902) 566-7925

**Charlottetown**

**Canadian Coast Guard**

Post Office Box 1270

C1A 7M8

District Manager:

(902) 566-7930

Harbours and Ports:

(902) 566-7973

Inshore Rescue Boat Unit:

(902) 566-8803 (summer only)

Marine Navigation Services:

(902) 566-7935

Ship Safety:

(902) 566-7987

**Montague**

**Canadian Coast Guard**

Radio Station

Rural Route 5

C0A 1R0

(902) 838-3722

**Souris**

**Canadian Coast Guard**

Search and Rescue

Post Office Box 340

C0A 2B0

(902) 687-3279

**QUEBEC**

**Baie-Comeau**

**Aviation and Airports Group**

Baie-Comeau Airport

Pointe-Lebel

G5C 2S6

Air Traffic Control Tower:

(418) 589-2030

Airports Group:

(418) 589-8285

**Baie-Comeau**

**Canadian Coast Guard**

Ship Safety

9 Marquette Street

Post Office Box 204

G4Z 2G9

(418) 296-3524

**Cap-aux-Meules**

**Canadian Coast Guard**

Post Office Box 1030

Îles-de-la-Madeleine

G0B 1B0

Harbours and Ports:

(418) 986-3785

Radio Station:

(418) 986-2740

Search and Rescue:

(418) 986-5333

**Gaspé**

**Aviation**

Flight Service Station

Gaspé Airport

Post Office Box 2

G0C 1R0

(418) 368-5661





## Gaspé

**Canadian Coast Guard**

Ship Safety  
Post Office Box 1519  
G0C 1R0  
(418) 368-2444

## Gatineau

**Aviation**

Flight Service Station  
Gatineau Airport  
Post Office Box 3052  
J8P 7G7  
(819) 643-2026

## Hâvre-aux-Maisons

**Airports Group**

Îles-de-la-Madeleine Airport  
Rural Route 2, Box 1  
Îles-de-la-Madeleine  
G0B 1K0  
(418) 969-4337

## Hâvre-aux-Maisons

**Aviation**

Flight Service Station  
Îles-de-la-Madeleine Airport  
Post Office Box 9  
Rural Route 2  
Îles-de-la-Madeleine  
G0B 1K0  
(418) 969-4332

## Kuujjuaq

**Airports Group**

Kuujjuaq Airport  
Post Office Box 90  
J0M 1C0  
(819) 964-2968

## Kuujjuaq

**Aviation**

Flight Service Station  
Post Office Box 120  
J0M 1C0  
(819) 964-2841

## Kuujjuarapik

**Aviation**

Flight Service Station  
Post Office Box 210  
J0M 1G0  
(819) 929-3246

## La Baie

**Airports Group**

Bagotville Airport  
100 De l'Aéroport Road  
G7B 3N8  
(418) 677-2321

## Les Escoumins

**Canadian Coast Guard**

Marine Traffic Centre  
Post Office Box 370  
G0T 1K0  
(418) 233-2194

## Longueuil

**Canadian Coast Guard**

Radio Station  
101 Roland Thérien Boulevard,  
Suite 802-2  
J4H 4B9  
(514) 928-4425

## Martel

**Aviation**

Air Traffic Control Tower  
Post Office Box 129  
G0V 1L0  
(418) 673-4353

## Mont-Joli

**Airports Group**

Mont-Joli Airport  
875 Jacques Cartier Boulevard,  
Suite 101  
G5H 4A4  
(418) 775-3347

## Mont-Joli

**Aviation**

Flight Service Station  
Post Office Box 250  
G5H 3L1  
(418) 775-2261

## Mont-Joli

**Canadian Coast Guard**

1534 Jacques Cartier Boulevard,  
Suite 200  
G5H 2V8  
(418) 775-5392

## Montreal

Guy Favreau Complex  
West Tower, 6th Floor  
200 René Lévesque Boulevard West  
H2Z 1X4  
Public Affairs:  
(514) 283-4659  
(514) 283-4661 (Fax)  
Policy and Co-ordination:  
(514) 283-0084  
Transportation Development Centre:  
283-0000  
(514) 283-7158 (Fax)

## Montreal

**Aviation**

Flight Service Station  
Dorval International Airport  
Terminal, Room 416  
Post Office Box 500  
Dorval  
H9R 5P8  
(514) 633-3345  
(514) 633-2957 (Fax)

## Montreal

**Aviation and Airports Group**

Regional Office  
Dorval International Airport  
700 Leigh Capreol Street  
H4Y 1G7  
(514) 633-3105  
Air Navigation System:  
(514) 633-3010  
Aviation Regulation:  
(514) 633-3262  
Aviation System Safety:  
(514) 633-3249

## Montreal

**Aviation and Airports Group**

Dorval International Airport  
975 Roméo Vachon Boulevard North  
Dorval  
H4Y 1H1  
Air Traffic Control Tower:  
(514) 636-3310  
Airports Group:  
(514) 633-3221

## Montreal

**Laurentian Pilotage Authority**

Commerce House, Room 1402  
1080 Beaver Hall Hill  
H2Z 1S8  
(514) 283-6320  
(514) 496-2409 (Fax)

## Montreal

**Policy and Co-ordination**

Dorval International Airport  
700 Leigh Capreol Street, Suite 4086  
Dorval  
H4Y 1G7  
(514) 283-0084

## Montreal

**Surface Group**

Quebec Region  
685 Cathcart Street, Room 701  
H3B 1M7  
(514) 283-5722

## Port-Cartier

**Canadian Coast Guard**

Ship Safety  
Post Office Box 8  
G5B 2G7  
(418) 766-2758

## Quebec

Regional Office  
Public Affairs  
104 Dalhousie Street  
G1K 4B8  
(418) 648-7060

**Transport Canada (continued)****QUEBEC (continued)**

## Quebec

**Aviation and Airports Group**

Quebec Airport  
500 Principal Street  
Sainte-Foy  
G2E 5W1

Air Traffic Control Tower:  
(418) 874-8387

Airports Group:  
(418) 874-8315

Airworthiness:  
(418) 874-8381

Flight Service Station:  
(418) 874-8378

Telecommunications and Electronics:  
(418) 874-8368

## Quebec

**Canadian Coast Guard**

Laurentian Regional Office  
104 Dalhousie Street  
G1K 4B8  
(418) 648-7060

Harbours and Ports:  
(418) 648-4101

Search and Rescue:  
(418) 648-7064

Telecommunications and Electronics:  
(418) 648-3825

## Quebec

**Canadian Coast Guard**

Administration Building  
101 Champlain Boulevard  
G1K 4H9  
(418) 648-3037

## Radisson

**Aviation**

Flight Service Station  
Post Office Box 480  
J0Y 2X0  
(819) 638-8513

## Rimouski

**Canadian Coast Guard**

Ship Safety  
70 St Germain Street East, Suite 100  
G5L 7J9  
(418) 722-3040

## Rivière-au-Renard

**Canadian Coast Guard**

Radio Station  
11 De la Base Street  
Post Office Box 100  
G0E 2A0  
(418) 269-5686

## Roberval

**Aviation**

Flight Service Station  
Roberval Airport  
1200 De l'Aéroport Road  
G8H 2M9  
(418) 275-4546

## Rouyn – Noranda

**Aviation**

Flight Service Station  
Rouyn Airport  
Rural Route 1  
J9X 5B7  
(819) 764-4664

## Sainte-Thérèse-de-Blainville

**Surface Group**

Motor Vehicle Test Centre  
100 Du Landais Street  
Blainville  
J7C 5C9  
(514) 430-7981  
(514) 430-2318 (Fax)

## Saint-Hubert

**Aviation and Airports Group**

Saint-Hubert Airport  
5700 De l'Aéroport Road  
J3Y 8Y9  
(514) 678-6030  
Air Traffic Control Tower:  
(514) 656-4344

## Saint-Jean-sur-Richelieu

**Aviation**

Air Traffic Control Tower  
Saint-Jean Airport  
J3B 9Z7  
(514) 347-4233

## Schefferville

**Airports Group**

Schefferville Airport  
Post Office Box 1510  
G0G 2T0  
(418) 585-3544

## Schefferville

**Aviation**

Flight Service Station  
Post Office Box 1330  
G0G 2T0  
(418) 585-2621

## Sept-Îles

**Aviation and Airports Group**

Sept-Îles Airport  
G4R 4K2  
(418) 962-8211  
Air Traffic Control Tower:  
(418) 962-8244  
Flight Service Station:  
(418) 962-8233  
Technical Services:  
(418) 962-8234

## Sept-Îles

**Canadian Coast Guard**

Radio Station  
402 Brochu Avenue  
G4R 2W8  
(418) 968-3118

## Sept-Îles

**Canadian Coast Guard**

Ship Safety  
701 Laure Boulevard  
Post Office Box 596  
G4R 4K7  
(418) 968-4991

## Sherbrooke

**Aviation**

Flight Service Station  
Sherbrooke Airport  
Rural Route 4  
Cookshire  
J0B 1M0  
(819) 832-2560

## Sorel

**Canadian Coast Guard**

Inshore Rescue Boat Co-ordination  
Centre  
15 Prince Street  
J3P 4J4  
(514) 746-4317

## Val-d'Or

**Aviation and Airports Group**

Val-d'Or Airport  
J9P 5C3  
(819) 825-6963  
Air Traffic Control Tower:  
(819) 825-2920  
Airworthiness:  
(819) 825-9250

**SASKATCHEWAN**

## La Ronge

**Aviation**

Flight Service Station  
La Ronge Airport  
Post Office Box 479  
S0J 1L0  
(306) 425-2368

## North Battleford

**Aviation**

Flight Service Station  
Post Office Box 248  
S9A 2Y1  
(306) 445-3753

## Prince Albert

**Aviation**

Flight Service Station  
Post Office Box 2046  
S6V 6K1  
(306) 953-8625





## Regina

**Aviation and Airports Group**

Regina Airport  
Post Office Box 4080  
S4P 3W5  
(306) 780-5750  
(306) 780-7171 (Fax)  
Air Traffic Services:  
(306) 780-5718  
Flight Service Station:  
(306) 780-6960  
Technical Services:  
(306) 780-5735

## Saskatoon

**Aviation and Airports Group**

Saskatoon Airport  
2625 Airport Drive  
S7L 7L1  
(306) 975-4274  
(306) 975-4233 (Fax)  
Air Traffic Services:  
(306) 975-4113  
Aviation Regulation:  
(306) 975-4287  
Flight Service Station:  
(306) 975-4268

## Saskatoon

**Surface Group**

Transport of Dangerous Goods  
Federal Building, Room 305  
101 22nd Street East  
S7K 0E1  
(306) 975-5105  
(306) 975-4555 (Fax)

## Swift Current

**Airports Group**

Post Office Box 458  
S9H 3W3  
Airport Management:  
(306) 773-9349

## Swift Current

**Aviation**

Flight Service Station  
Post Office Box 970  
S9H 3X1  
(306) 773-6621

## Yorkton

**Aviation and Airports Group**

Post Office Box 1329  
S3N 3G2  
(306) 783-5504  
Flight Service Station:  
(306) 782-2364  
(306) 782-0622 (Fax)  
Technical Services:  
(306) 783-3433

## YUKON

## Watson Lake

**Aviation and Airports Group**

Watson Lake Airport  
Post Office Box 310  
Y0A 1C0  
Airport Management:  
(403) 536-7701  
(403) 536-7706 (Fax)  
Flight Service Station:  
(403) 536-7703  
Technical Services:  
(403) 536-2618

## Whitehorse

**Aviation and Airports Group**

Whitehorse Air Terminal Building  
Mezzanine, Room 03-16  
Y1A 3E4  
Air Traffic Services:  
(403) 667-8425  
(403) 667-8433 (Fax)  
Airport Management:  
(403) 667-8440  
(403) 667-8446 (Fax)  
Flight Service Station:  
(403) 667-8427

**Tax Court of Canada (TCC)**

## BRITISH COLUMBIA

## Vancouver

700 West Georgia Street  
17th Floor  
V7Y 1A1  
(604) 666-7987  
(604) 666-7967 (Fax)

## ONTARIO

## London

Dominion Public Building, 5th Floor  
457 Richmond Street  
N6A 3E3  
(519) 645-4203

## Ottawa

**Head Office**

Centennial Towers  
200 Kent Street  
K1A 0M1  
(613) 992-0901  
(613) 957-9034 (Fax)

## Toronto

Sun Life Centre  
200 King Street West, Suite 902  
M5H 3T4  
(416) 973-9181  
(416) 973-5944 (Fax)

## QUEBEC

## Montreal

500 Place d'Armes, Suite 1800  
H2Y 2W2  
(514) 283-9912  
(514) 496-1996 (Fax)

**Telefilm Canada (TFC)**

## BRITISH COLUMBIA

## Vancouver

**Regional Office**

375 Water Street, Suite 350  
V6B 5C6  
(604) 666-1566  
(604) 666-7754 (Fax)

## NOVA SCOTIA

## Halifax

**Regional Office**

5525 Artillery Place, Suite 220  
B3J 1J2  
(902) 426-8425  
(902) 426-4445 (Fax)

## ONTARIO

## Toronto

**Regional Office**

2 Bloor Street West, 22nd Floor  
M4W 3E2  
(416) 973-6436  
(416) 973-8606 (Fax)

## QUEBEC

## Montreal

**Head Office**

National Bank of Canada Tower  
14th Floor  
600 De la Gauchetière Street West  
H3B 4L8  
Program Information:  
(514) 283-6363  
(514) 283-8212 (Fax)

**Transportation Safety Board of Canada (TSB)**

## ALBERTA

## Calgary

**Railway/Commodity Pipeline**

Sam Livingston Building, Room 210  
510 12th Avenue South West  
Post Office Box 222  
T2R 0X5  
(403) 299-3911  
(403) 299-3913 (Fax)

## Edmonton

**Air, Railway/Commodity Pipeline**

17803 106 A Avenue  
T5S 1V8  
(403) 495-3865  
(403) 495-3999 (24-hour service)  
(403) 495-2079 (Fax)

## Transportation Safety Board of Canada *(continued)*

### BRITISH COLUMBIA

#### Vancouver

##### **Air, Marine, Railway/Commodity Pipeline**

3071 Number 5 Road, Room 4  
Richmond  
V6X 2T4  
(604) 666-5826 (24-hour service)  
(604) 666-7230 (Fax)

### MANITOBA

#### Winnipeg

##### **Air, Railway/Commodity Pipeline**

550 Century Street, Room 335  
R3H 0Y1  
(204) 983-5991 (24-hour service)  
(204) 983-0804 (24-hour service in French)  
(204) 983-8026 (Fax)

### NEW BRUNSWICK

#### Moncton

##### **Air, Railway/Commodity Pipeline**

310 Baig Boulevard  
E1E 1C8  
Air:  
(506) 851-7141  
Railway/Commodity Pipeline:  
(506) 851-7179  
(506) 851-7381 (24-hour service)  
(506) 851-7467 (Fax)

### NEWFOUNDLAND

#### St John's

##### **Marine**

Bally Rou Place, Ground Floor  
280 Torbay Road  
A1A 3W8  
(709) 772-4008  
(709) 772-5806 (Fax)

### NOVA SCOTIA

#### Dartmouth

##### **Marine**

Metropolitan Place  
99 Wyse Road, Suite 1130  
B3A 4S5  
(902) 426-8043 (24-hour service)  
(902) 426-5143 (Fax)

### ONTARIO

#### Ottawa

##### **Engineering Laboratory**

Building U-100  
NRC Compound, Uplands  
Post Office Box 9120  
Alta Vista Terminal  
K1G 3T8  
(613) 998-8230  
(613) 998-5572 (Fax)

#### Petrolia

##### **Railway/Commodity Pipeline**

4495 Petrolia Street  
Post Office Box 1599  
N0N 1R0  
(519) 882-3703  
(519) 882-3705 (Fax)

#### Richmond Hill

##### **Air, Marine, Railway/Commodity Pipeline**

23 East Wilmot Street  
L4B 1A3  
(416) 771-7709 (Fax)  
Air:  
(416) 771-7676  
Marine:  
(416) 771-7696  
Railway/Commodity Pipeline:  
(416) 771-7703

### QUEBEC

#### Hull

##### **Head Office**

Place du Centre, 4th Floor  
200 Promenade du Portage  
Mail: Post Office Box 9120  
Alta Vista Terminal  
Ottawa, Ontario K1G 3T8  
General Inquiries:  
(819) 994-3741  
(819) 994-4359 (24-hour service)  
(819) 997-2239 (Fax)

#### Montreal

##### **Air, Railway/Commodity Pipeline**

185 Dorval Avenue, Suite 403  
Dorval  
H9S 5J9  
(514) 633-3246 (24-hour service)  
(514) 633-2944 (Fax)

#### Quebec

##### **Marine, Railway/Commodity Pipeline**

1091 St Louis Road, Suite 100  
G1S 1E2  
(418) 648-3576  
(418) 648-3656 (Fax)

---

## Veterans Affairs Canada (VAC)

---

### ALBERTA

#### Calgary

##### **District Office**

Sam Livingston Building, Room 104  
510 12th Avenue South West  
T2R 0X5  
Bureau of Pensions Advocates:  
(403) 292-4817  
Department of Veterans Affairs:  
(403) 292-4048  
(Collect calls accepted)

#### Edmonton

##### **District Office**

Canada Place, Room 940  
9700 Jasper Avenue  
T5J 4C3  
Bureau of Pensions Advocates:  
(403) 495-3750  
Veterans Services Branch:  
(403) 495-3762  
(Collect calls accepted)

### BRITISH COLUMBIA

#### Penticton

##### **District Office**

246 Martin Street, Room 210  
V2A 5K3  
Bureau of Pensions Advocates:  
(604) 492-7696  
Department of Veterans Affairs:  
(604) 490-9494

#### Prince George

##### **District Office**

280 Victoria Street, Room 305  
V2L 4X3  
Department of Veterans Affairs:  
(604) 561-5296

#### Vancouver

##### **District Office**

750 Cambie Street, Suite 640  
V6B 5E5  
Bureau of Pensions Advocates:  
(604) 666-0937  
Department of Veterans Affairs:  
(604) 666-0444

#### Victoria

##### **District Office**

Custom House, Room 232  
816 Government Street  
V8W 3B3  
Bureau of Pensions Advocates:  
(604) 363-3691  
Department of Veterans Affairs:  
(604) 363-3836

### MANITOBA

#### Brandon

##### **District Office**

Federal Public Building, Room 242  
153 11th Street  
Post Office Box 1567  
R7A 6N3  
Department of Veterans Affairs:  
(204) 726-7532

#### Winnipeg

##### **Prairie Regional Office**

330 Graham Avenue, Room 610  
Post Office Box 6050  
R3C 4G5  
Department of Veterans Affairs:  
1-800-665-3420





Winnipeg  
**District Office**  
 180 Main Street, 1st Floor  
 R3C 1A6  
 (204) 983-2860  
 Bureau of Pensions Advocates:  
 (204) 983-5598

#### NEW BRUNSWICK

Campbellton  
**District Office**  
 City Centre, Room 501  
 157 Water Street  
 Post Office Box 310  
 E3N 3G7  
 Department of Veterans Affairs:  
 (506) 753-5069

Saint John  
**District Office**  
 Place 400, 3rd Floor  
 400 Main Street  
 Post Office Box 1406  
 E2L 4J7  
 (506) 636-4815  
 Bureau of Pensions Advocates:  
 (506) 636-4994

#### NEWFOUNDLAND

Corner Brook  
**District Office**  
 Herald Towers, Suite 405  
 4 Herald Avenue  
 A2H 4B4  
 Department of Veterans Affairs:  
 (709) 637-4377

St John's  
**Newfoundland Sub-Regional Office**  
 Paramount Place, 5th Floor  
 34 Harvey Road  
 Post Office Box 5068  
 A1C 5V4  
 Department of Veterans Affairs:  
 (709) 772-4716  
 (Collect calls accepted)

St John's  
**District Office**  
 Paramount Place, 4th Floor  
 34 Harvey Road  
 Post Office Box 5068  
 A1C 5V4  
 Bureau of Pensions Advocates:  
 (709) 772-4886  
 (Collect calls accepted)

#### NOVA SCOTIA

Dartmouth  
**Atlantic Regional Office**  
 Queen Square  
 45 Alderney Drive  
 Post Office Box 1002  
 B2Y 3Z7  
 Department of Veterans Affairs:  
 (902) 426-8936  
 (902) 426-8199

Halifax  
**District Office**  
 Young Tower, 10th Floor  
 6080 Young Street  
 Post Office Box 8063  
 B3K 5L8  
 (902) 426-7931  
 Bureau of Pensions Advocates:  
 (902) 426-7400

Sydney  
**District Office**  
 Federal Building  
 308 George Street  
 B1P 1J8  
 Department of Veterans Affairs:  
 (902) 564-7043  
 (902) 564-7028

#### ONTARIO

Brampton  
**District Office**  
 37 George Street North, Suite 100  
 L6X 1R5  
 Department of Veterans Affairs:  
 (416) 451-4630

Hamilton  
**District Office**  
 First Place Building, 2nd Floor  
 350 King Street East  
 Post Office Box 2490  
 L8N 3J9  
 Bureau of Pensions Advocates:  
 (416) 572-2541  
 Department of Veterans Affairs:  
 (416) 572-2531

Kingston  
**District Office**  
 Federal Building  
 106 Clarence Street  
 Post Office Box 7  
 K7L 4V6  
 Bureau of Pensions Advocates:  
 (613) 545-8011  
 Department of Veterans Affairs:  
 (613) 545-8111

Kirkland Lake  
**Ontario Regional Office**  
 6 Tweedsmuir Road  
 P2N 3P4  
 Department of Veterans Affairs:  
 (705) 567-9571

London  
**District Office**  
 Victoria Hospital  
 Westminster Campus  
 777 Baseline Road East, 1st Floor  
 N6C 2R6  
 (519) 686-7975

London  
**District Office**  
 Federal Building, 7th Floor  
 451 Talbot Street  
 Post Office Box 249, Station B  
 N6A 4V8  
 Bureau of Pensions Advocates:  
 (519) 645-4390

North Bay  
**District Office**  
 107 Sheriff Avenue, Room 201  
 P1B 7K8  
 Bureau of Pensions Advocates:  
 (705) 497-9130  
 Department of Veterans Affairs:  
 (705) 472-2000

Ottawa  
**District Office**  
 Billings Bridge Plaza  
 SBI Building, 10th Floor  
 2323 Riverside Drive  
 K1A 0P5  
 (613) 998-9460  
 Bureau of Pensions Advocates:  
 (613) 998-8801

Ottawa  
**Commonwealth War Graves Commission – Canadian Agency**  
 66 Slater Street, 17th Floor  
 K1A 0P4  
 (613) 992-3224

Peterborough  
**District Office**  
 Federal Building, Room 200  
 185 King Street West  
 Post Office Box 1867  
 K9J 7X7  
 (705) 748-6381

Thunder Bay  
**Sub-Office**  
 Public Building, Room 201  
 33 South Court Street  
 P7B 2W6  
 (807) 345-7552

Toronto  
**Toronto North District Office**  
 Sunnybrook Medical Centre, K Wing  
 2075 Bayview Avenue  
 Post Office Box 750, Station K  
 M4P 2H3  
 Department of Veterans Affairs:  
 (416) 480-4879

Toronto  
**Toronto South District Office**  
 1235 Bay Street, Suite 700  
 M5R 3K4  
 Bureau of Pensions Advocates:  
 (416) 973-9348  
 Department of Veterans Affairs:  
 (416) 973-3971

**Veterans Affairs Canada***(continued)***ONTARIO** *(continued)*

Windsor

**District Office**

441 University Avenue South,  
Suite 203  
N9A 5P9  
Department of Veterans Affairs:  
(519) 254-6478

**PRINCE EDWARD ISLAND**

Charlottetown

**Head Office**

Daniel J MacDonald Building  
161 Grafton Street  
Post Office Box 7700  
C1A 8M9  
(902) 566-8888  
Communications:  
(902) 566-8457  
Bureau of Pensions Advocates and  
Veterans Appeal Board:  
(902) 566-8641

Charlottetown

**District Office**

Confederation Court Complex,  
4th Floor  
134 Kent Street  
Post Office Box 1300  
C1A 7M8  
Bureau of Pensions Advocates:  
(902) 566-8687  
Department of Veterans Affairs:  
(902) 566-8677

Charlottetown

**Canadian Pension Commission****Head Office**

Daniel J MacDonald Building,  
2nd Floor  
161 Grafton Street  
Post Office Box 9900  
C1A 8V6  
(902) 566-8869

**QUEBEC**

Gatineau

**District Office**

460 Greber Boulevard, Room 220  
J8T 5R5  
Department of Veterans Affairs:  
1-800-567-1274

Montreal

**Quebec Regional Office**

4545 Queen Mary Road  
H3W 1W4  
Bureau of Pensions Advocates:  
(514) 496-1245  
Department of Veterans Affairs:  
1-800-361-7705

Quebec

**District Office**

Place Laurier  
Champlain Tower, 6th Floor  
2700 Laurier Boulevard  
Sainte-Foy  
G1V 4K5  
1-800-463-2140  
Bureau of Pensions Advocates:  
(418) 648-3091

Sherbrooke

**District Office**

1650 King Street West, Room 201  
J1J 2C3  
Department of Veterans Affairs:  
1-800-567-7324

**SASKATCHEWAN**

Regina

**District Office**

2055 Albert Street, Room 400  
S4P 2T8  
Bureau of Pensions Advocates:  
(306) 780-6819  
Department of Veterans Affairs:  
(306) 780-5240

Saskatoon

**District Office**

Federal Building, Room 506  
101 22nd Street East  
S7K 0E6  
Bureau of Pensions Advocates:  
(306) 975-4961  
Department of Veterans Affairs:  
(306) 975-4975

---

**VIA Rail Canada (VIA)**

---

**BRITISH COLUMBIA**

Vancouver

1150 Station Street, Room 300  
V6A 2X7  
Baggage Information:  
(604) 640-3756

**MANITOBA**

Winnipeg

**VIA West**

123 Main Street, Room 104  
R3C 1A3  
(204) 949-7400

**NEW BRUNSWICK**

Moncton

1133 St George Boulevard  
E1E 4E1  
Administration:  
(506) 859-3900  
Reservations and General Inquiries:  
(506) 857-9830

Saint John

125 Station Street  
E2L 4X4  
Arrivals:  
(506) 633-0569  
Baggage, Paging, Tickets:  
(506) 648-9109  
Reservations and General Inquiries:  
(506) 642-2916

**NOVA SCOTIA**

Halifax

1161 Hollis Street  
B3H 2P6  
(902) 422-8700  
Reservations and General Inquiries:  
(902) 429-8421

**ONTARIO**

Toronto

**Ontario Regional Office**

55 York Street  
M5J 1R7  
Administration:  
(416) 868-7211  
Reservations:  
(416) 366-8411

**QUEBEC**

Montreal

**Head Office**

2 Place Ville Marie, Lobby  
Post Office Box 8116, Station A  
H3C 3N3  
(514) 871-6000  
Reservations:  
(514) 871-1331

---

**Western Economic Diversification  
Canada (WD)**

---

**ALBERTA**

Edmonton

**Head Office**

Canada Place, Suite 1500  
9700 Jasper Avenue  
T5J 4H7  
(403) 495-4164

**BRITISH COLUMBIA**

Vancouver

Bentall Tower 4, Suite 1200  
1055 Dunsmuir Street  
Post Office Box 49276  
V7X 1L3  
(604) 666-6256

**MANITOBA**

Winnipeg

The Cargill Building, Suite 712  
240 Graham Avenue  
Post Office Box 777  
R3C 2L4  
(204) 983-4472



**ONTARIO**

Ottawa

**Ottawa Liaison Office**

Centennial Towers, 8th Floor

200 Kent Street

Post Office Box 2128, Station D

K1P 5W3

(613) 952-9378

**SASKATCHEWAN**

Saskatoon

119 4th Avenue South, Suite 601

Post Office Box 2025

S7K 3S7

(306) 975-4373









***Bookstores***  
***Depository Libraries***









## Bookstores Where Government of Canada Publications May Be Purchased

Government publications are available from the following bookstores affiliated with the Canada Communication Group's Publishing Division.

### Alberta

#### Calgary

DeMille Technical Books Ltd  
805 8th Avenue South West  
T2P 1H7  
(403) 264-7411

#### Edmonton

Audreys Books Ltd  
10702 Jasper Avenue  
T5J 3J5  
(403) 423-3487

University of Alberta Bookstore  
Student Union Building  
T6G 2J7  
(403) 492-4215

### British Columbia

#### Vancouver

University of British Columbia  
Bookstore  
6200 University Boulevard  
V6T 1Y5  
(604) 822-2665

World Wide Books and Maps  
786A Granville Street  
V6Z 1G3  
(604) 687-3320

#### Victoria

Crown Publications Inc  
546 Yates Street  
V8W 1K8  
(604) 386-4636

### Manitoba

#### Winnipeg

University of Manitoba Bookstore  
Fort Garry Campus  
R3T 2N2  
(204) 474-8321

**New Brunswick****Fredericton**

Westminster Books  
445 King Street  
E3B 1E5  
(506) 454-1442

---

**Newfoundland****St John's**

Memorial University of Newfoundland  
Elizabeth Avenue  
A1C 5S7  
(709) 737-7440

---

**Nova Scotia****Halifax**

The Book Room Ltd  
1666 Granville Street  
B3J 2N7  
(902) 423-8271

---

**Ontario****Niagara Falls**

John Coutts Library Services  
6900 Kinsmen Court  
Post Office Box 100  
L2E 7E7  
(416) 356-6382

**Ottawa**

Renouf Publishing Co Ltd  
61 Sparks Street  
K1P 5R1  
(613) 238-8985

**Toronto**

Federal Publications Inc.  
165 University Avenue  
M5H 3B8  
(416) 581-1552

Government Book Service  
Post Office Box 6274, Station A  
M5W 1P7  
(416) 756-4225

Renouf Publishing Co Ltd  
211 Yonge Street  
M5B 1M4  
(416) 363-3171

---

**Prince Edward Island****Charlottetown**

The Bookmark  
Confederation Court Mall  
172 Queen Street  
C1A 4B5  
(902) 566-4888

---




**Quebec**
**Gatineau**

Librairie du Soleil  
325 Gréber Boulevard  
Village Gréber  
J8T 8J3  
(819) 246-3660

**Hull**

Canada Communication Group –  
Publishing  
Sales Counter  
45 Sacré-Coeur Boulevard  
Room 2200  
K1A 0S9  
(819) 956-4802

Librairie Du Soleil Inc  
Place Fleur-de-lys  
434 St Joseph Boulevard  
J8Y 3Y7  
(819) 595-2414

**Montreal**

Librairie scientifique et  
technique de Montréal  
425 De Maisonneuve  
Boulevard West  
H3A 3G5  
(514) 849-3569

Publications du Québec  
Desjardins Complex  
Post Office Box 669  
Promenade Level, North Tower  
H5B 1B8  
(514) 873-6101

Publications Fédérales  
1185 University Street  
H3B 3A7  
(514) 954-1633

**Quebec**

Publications du Québec  
Mail Orders  
Post Office Box 1005  
G1K 7B5  
1-800-463-2100

Publications du Québec  
Marie Guyart Building  
1056 Conroy Street  
G1R 5E6  
(418) 643-3895

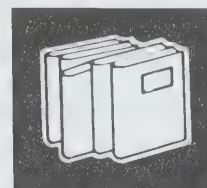
Publications du Québec  
Place Laurier  
2740 Laurier Boulevard  
Sainte-Foy  
G1V 4P7  
(418) 651-4202

**Saskatchewan**
**Saskatoon**

University of Saskatchewan  
Bookstore  
Marquis Hall  
S7N 0W0  
(306) 966-4468







## Depository Libraries

The following is a list of depository libraries which are entitled to receive one free copy of all federal government publications distributed by the Canada Communication Group - Publishing. Full depository libraries (indicated by an \*) receive the publications automatically; selective depository libraries receive copies on request. (See also Canada Communication Group section CCG 13.)

### Alberta

#### Airdrie

Airdrie Municipal Library

#### Athabasca

Athabasca University, Library

#### Banff

Banff Public Library

#### Beaverlodge

RCMP Century Library

#### Bonnyville

Bonnyville Municipal Library

#### Calgary

Calgary Public Library

Mount Royal College, Library

Southern Alberta Institute of Technology, Library

University of Calgary

- \*Main Library

- Medical Library

#### Camrose

Augustana University College, Library

Camrose Public Library

#### Cardston

Cardston Public Library

#### Cold Lake

Cold Lake Public Library

#### Edmonton

Concordia College, A Guebert Memorial Library

Edmonton Public Library

- Calder Branch

- Capilano Branch

- \*Central Branch

- Highlands Branch

- Idylwylde Branch

- Jasper Place Branch

- Londonderry Mall Branch

- Southgate Branch

- Woodcroft Branch

Grant MacEwan Community College, Library

Northern Alberta Institute of Technology, Library

University of Alberta

- Faculté St Jean, Bibliothèque

- John A Weir Memorial Law Library

- \*Main Library

- Winspear Library

#### Edson

Edson Public Library

#### Fort McMurray

Fort McMurray Public Library

Keyano College, Learning Resource Centre

#### Grand Centre

Grand Centre and District Public Library

**Alberta (continued)****Grande Prairie**

Grande Prairie Public Library  
Grande Prairie Regional College,  
Library

**High River**

High River Centennial Library

**Lacombe**

Parkland Regional Library  
- Lacombe Branch

**Leduc**

Leduc Public Library

**Lethbridge**

Lethbridge Community College  
- Buchanan Library  
Lethbridge Public Library  
University of Lethbridge, Library

**Lloydminster**

Lloydminster Public Library

**Medicine Hat**

Medicine Hat College, Library  
Medicine Hat Public Library

**Olds**

Olds College, Library

**Red Deer**

Red Deer Community College,  
Learning Resource Centre  
Red Deer Public Library

**St Albert**

St Albert Public Library

**Spruce Grove**

Yellowhead Regional Library  
- Spruce Grove Branch

**Vegreville**

Vegreville Public Library

**Vermilion**

Lakeland College  
- Vermilion Campus, Library

**Wetaskiwin**

Wetaskiwin Public Library

**British Columbia****Alert Bay**

Alert Bay Public Library

**Burnaby**

British Columbia Institute of  
Technology, Library  
Burnaby Public Library  
- Bob Prittie Metrotown Branch  
Pacific Vocational Institute  
- Burnaby Campus, Library  
\*Simon Fraser University, Library

**Burns Lake**

Burns Lake Public Library

**Castlegar**

Castlegar District Public Library  
Selkirk College, Library

**Chilliwack**

Fraser Valley College, Learning  
Resource Centre  
Fraser Valley Regional System  
- Chilliwack Branch

**Clearbrook**

Fraser Valley Regional Library  
- Clearbrook Branch

**Coquitlam**

Coquitlam Public Library

**Cranbrook**

Cranbrook Public Library  
East Kootenay Community  
College, Library

**Dawson Creek**

Dawson Creek Municipal Library  
Northern Lights College, Library

**Delta**

Delta Pioneer Ladner Library  
George Mackie Library  
South Delta Library

**Elkford**

Elkford Public Library

**Fernie**

Fernie Public Library

**Fort St James**

Fort St James Centennial Library

**Fort St John**

Fort St John Public Library

**Grand Forks**

Grand Forks Public Library

**Houston**

Houston Public Library

**Kamloops**

Cariboo College, Library  
Cariboo-Thompson-Nicola  
Library  
- Kamloops Branch

**Kelowna**

Okanagan University College  
Learning Resource Centre  
Okanagan Regional Library  
- Kelowna Branch



**British Columbia** *(continued)***Kimberley**

Kimberley Public Library

**Kitimat**

Kitimat Public Library

**Langley**

Langley Centennial Library

**Mackenzie**

Mackenzie Public Library

**Maple Ridge**

Maple Ridge Public Library

**Merritt**Cariboo-Thompson-Nicola-  
Library  
- Merritt Branch**Mission**Fraser Valley Regional Library  
- Mission Centennial Branch**Nanaimo**Malaspina College, Learning  
Resource Centre  
Vancouver Island Regional  
Library**Nelson**

Nelson Municipal Library

**New Westminster**Douglas College, Library  
New Westminster Public Library**North Vancouver**Capilano College, Media Centre  
North Vancouver City Library  
North Vancouver District Library**Penticton**

Penticton Public Library

**Port Coquitlam**

Terry Fox Library

**Port Moody**

Port Moody Public Library

**Powell River**Powell River District Public  
Library**Prince George**College of New Caledonia,  
Library  
Prince George Public Library**Prince Rupert**

Prince Rupert Public Library

**Quesnel**Cariboo-Thompson-Nicola  
Library  
- Quesnel Branch**Richmond**

Richmond Public Library

**Sparwood**

Sparwood Public Library

**Surrey**Kwantlen College, Library  
Surrey Guildford Library**Terrace**Northwest Community College,  
Learning Resource Centre  
Terrace Public Library**Trail**

Trail Public Library

**Vancouver**University of British Columbia  
- David Lam Management  
Research Library  
- Faculty of Law Library  
- \*Main Library  
Vancouver Community College  
- Langara Campus Library  
\*Vancouver Public Library**Vanderhoof**

Vanderhoof Public Library

**Vernon**Okanagan Regional Library  
- Vernon Branch**Victoria**Camosun College, Learning  
Resource Centre  
Greater Victoria Public Library  
Royal Roads Military College  
- Coronel Memorial Library  
University of Victoria  
- Diana Priestley Law Library  
- \*McPherson Library**West Vancouver**West Vancouver Memorial  
Library**White Rock**Fraser Valley Regional Library  
- White Rock Branch**Williams Lake**Cariboo-Thompson-Nicola  
Library

**Manitoba****Boissevain**

Boissevain and Morton Regional Library

**Brandon**

Assiniboine Community College, Library

Brandon University

- John E Robbins Library

Western Manitoba Regional Library

- Brandon Branch

**Carberry**

Western Manitoba Regional Library

- Carberry/North Cypress Branch

**Carman**

Boyne Regional Library

**Flin Flon**

Flin Flon Public Library

**Gimli**

Evergreen Regional Library

- Gimli Branch

**Killarney**

Lakeland Regional Library

- Killarney Branch

**Melita**

Southwestern Manitoba Regional Library

- Melita Branch

**Morden**

South Central Regional Library

- Morden Branch

**Neepawa**

Western Manitoba Regional Library

- Neepawa Branch

**St Boniface**

Bibliothèque publique de St Boniface

**St Pierre Jolys**

Jolys Regional Library

**Selkirk**

Selkirk Community Library

**Steinback**

Steinback Public Library

**Stonewall**

South Interlake Regional Library

**The Pas**

Keewatin Community College, Library

The Pas Public Library

**Winkler**

South Central Regional Library

- Winkler Branch

**Winnipeg**

Red River Community College, Learning Resource Centre

St Paul's College, Library

University of Manitoba

- \*Elizabeth Dafoe Library

- E K Williams Law Library

University of Winnipeg, Library

Winnipeg Public Library

- Fort Garry Branch

- Henderson Branch

- Main Branch

- St James Assiniboia Westwood Branch

- St Vital Branch

- West Kildonan Branch

**New Brunswick****Bathurst**

Bibliothèque régionale Chaleur

- Bibliothèque Nepisiquit

Collège Communautaire du Nouveau-Brunswick

- Campus de Bathurst, Bibliothèque

**Campbellton**

Chaleur Regional Library

**Edmundston**

Bibliothèque régionale du Haut Saint Jean

Centre universitaire Saint Louis-Maillet, Bibliothèque

Collège Communautaire du Nouveau-Brunswick

- Campus d'Edmundston, Bibliothèque

**Fredericton**

University of New Brunswick

- Faculty of Law Library

- \*Main Library

York Regional Library

- Fredericton Branch

**Moncton**

Moncton Public Library

New Brunswick Community College

- Moncton Campus Library

Université de Moncton

- \*Bibliothèque Champlain

**Richbucto**

Albert-Westmorland-Kent Regional Library



**New Brunswick** (*continued*)**Rothsay-Quispamsis**

Kennebecasis Public Library

**Sackville**

Mount Allison University

- \*Ralph Pickard Bell Library

**Saint John**

Saint John Regional Library

- Bibliothèque Le Cormoran

Centre Samuel de Champlain

- Main Branch

University of New Brunswick

- Ward Chipman Library

**St Stephen**

St Croix Public Library

**Shippagan**

Centre universitaire de

Shippagan, Bibliothèque

**Woodstock**

L P Fisher Public Library

**Newfoundland****Corner Brook**

Memorial University

- Sir Wilfrid Grenfell College,  
Library

Western Region Library

**Gander**

Gander Public Library

**Grand Falls**

Central Region Libraries

**Labrador City**

Newfoundland Public Library

Service

- Labrador and Northern Region

**St John's**Cabot Institute of Applied Arts  
and Technology, Library

Marine Institute, Library

\*Memorial University of  
Newfoundland, LibraryPublic Library Services (Arts and  
Culture Centre)**Stephenville**West Viking Regional  
Community College, Library**Northwest Territories****Fort Smith**

Arctic College

- Thebacha Campus, Library

**Hay River**Northwest Territories Public  
Library Services**Inuvik**

Inuvik Centennial Library

**Iqaluit**

Arctic College

- Nunatta Campus, Library

**Yellowknife**\*Northwest Territories  
Government Library**Nova Scotia****Annapolis Royal**

Annapolis Valley Regional Library

**Antigonish**

St Francis Xavier University

- Angus L MacDonald Library

**Bridgewater**

South Shore Regional Library

**Church Point**

Université Sainte Anne

- Bibliothèque Louis Comeau

**Dartmouth**

Dartmouth Regional Library

**Halifax**

Dalhousie University

- Faculty of Law, Library

- \*Killam Memorial Library

Halifax City Regional Library

Mount St Vincent University,  
LibraryNova Scotia College of Art and  
Design, Library

Nova Scotia Provincial Library

St Mary's University

- Patrick Power Library

Technical University of Nova  
Scotia Library

**Nova Scotia (continued)****Lower Sackville**

Halifax County Regional Library

**Mulgrave**

Eastern County Regional Library

**New Glasgow**

Pictou-Antigonish Regional Library

**Shelburne**Western County Regional Library  
- Shelburne Branch**Sydney**Cape Breton Regional Library  
University College of Cape Breton, Library**Truro**

Colchester – East Hants Regional Library

Nova Scotia Agricultural College, Macrae Library

Nova Scotia Teachers College - Learning Resources Centre

**Wolfville**

\*Acadia University, Library

**Yarmouth**Western Counties Regional Library  
- Yarmouth Branch**Ontario****Acton**Halton Hills Public Libraries  
- Acton Branch**Ailsa Craig**Middlesex County Library  
- Ailsa Craig Branch**Ajax**

Ajax Public Library

**Alliston**

New Tecumseth Public Library

**Ancaster**

Ancaster Public Library

**Arnprior**

Arnprior Public Library

**Arva**Middlesex County Library  
- Arva Branch**Atikokan**

Atikokan Public Library

**Aurora**

Aurora Public Library

**Avonmore**

Stormont Dundas and Glengarry County Library

**Bancroft**

Bancroft Public Library

**Barrie**Barrie Public Library  
Georgian College of Applied Arts and Technology, Library**Beamsville**

Lincoln Public Library

**Belleville**Belleville Public Library  
Loyalist College of Applied Arts and Technology, Resource Centre Library**Bolton**Town of Caledon Public Libraries  
- Albion/Bolton Branch**Borden**

Base Borden Public and Military Library

**Bourget**

Bibliothèque publique de Bourget

**Bowmanville**Newcastle Public Library  
- Bowmanville Branch**Bracebridge**

Bracebridge Public Library

**Bradford**

Bradford Public Library

**Brampton**Brampton Public Library  
- Chinguacousy Branch  
- Cyril Clark Branch  
- Four Corners Branch  
Sheridan College of Applied Arts and Technology  
- Brampton Campus, Library**Brantford**Brantford Public Library  
Mohawk College of Applied Arts and Technology  
- Brant-Elgin Campus, Resource Centre**Brockville**Brockville Public Library  
St Lawrence College of Applied Arts and Technology  
- Brockville Campus, Learning Resource Centre




**Ontario (continued)**
**Burlington**

Burlington Public Library  
- Central Branch

**Caledonia**

Town of Haldimand Public  
Libraries

**Cambridge**

Cambridge Public Library  
- Central Branch  
- Hespeler Branch  
- Preston Branch

**Carleton Place**

Carleton Place Public Library

**Chapleau**

Chapleau Public Library

**Chatham**

Chatham Public Library

**Chelmsford**

Rayside Balfour Public Library

**Chesley**

Bruce County Public Library  
- Chesley Branch

**City of York**

City of York Public Library  
- Evelyn Gregory Branch  
- Jane Street Branch  
- Main Branch (Eglinton Avenue)  
- Mount Dennis Branch  
- Weston Branch

**Cobourg**

Cobourg Public Library

**Cochrane**

Cochrane Public Library

**Collingwood**

Collingwood Public Library

**Coniston**

Nickel Centre Public Library  
- Coniston Branch

**Cornwall**

Cornwall Public Library  
- Simon Fraser Centennial  
Library  
St Lawrence College of Applied  
Arts and Technology, Library

**Delhi**

Delhi Township Public Library

**Dorchester**

Middlesex County Library  
- Dorchester Branch

**Dundas**

Dundas Public Library

**Dunnville**

Dunnville Public Library

**Durham**

Durham Public Library

**Ear Falls**

Ear Falls Public Library

**Englehart**

Englehart Public Library

**Espanola**

Espanola Public Library

**Essex**

Essex County Public Library

**Etobicoke**

Etobicoke Public Library  
- Albion Branch  
- Brentwood Branch  
- Eatonville Branch  
- Long Branch  
- New Toronto Branch  
- Richview Branch  
Humber College  
- North Campus, Library

**Falconbridge**

Nickel Centre Public Library  
- Falconbridge Branch

**Fergus**

Wellington County Library

**Fonthill**

Pelham Public Library

**Fort Erie**

Fort Erie Public Library  
- Centennial Branch

**Fort Frances**

Fort Frances Public Library

**Gananoque**

Gananoque Public Library

**Garson**

Nickel Centre Public Library  
- Garson Branch

**Georgetown**

Halton Hills Public Libraries  
- Georgetown Branch

**Glencoe**

Middlesex County Library  
- Glencoe Branch

**Gloucester**

Gloucester Public Library  
- Bériault Branch  
- Edward D Jones Branch  
- City Hall Branch

**Goderich**

Huron County Library

**Ontario (continued)****Gravenhurst**

Gravenhurst Public Library

**Greely**

Greely Public Library

**Guelph**

Guelph Public Library

\*University of Guelph, Library

**Haileybury**

Haileybury Public Library

**Haliburton**

Haliburton County Public Library

**Hamilton**

\*Hamilton Public Library

McMaster University

- \*Mills Memorial Library

Mohawk College of Applied Arts  
and Technology, Library

Wentworth Libraries

**Hanmer**

Valley East Public Library

**Hanover**

Hanover Public Library

**Hawkesbury**

Hawkesbury Public Library

**Hearst**Collège universitaire de Hearst,  
Bibliothèque Maurice Saulnier**Holland Landing**

East Gwillimbury Public Library

**Huntsville**

Huntsville Public Library

**Ingersoll**

Oxford County Library

-Ingersoll Branch

**Kanata**

Kanata Public Library

- Hazeldean Branch

**Keswick**

Georgina Public Library

- Keswick Branch

**Kincardine**

Bruce County Public Library

- Kincardine Branch

**King City**

King Township Public Library

-King City Branch

**Kingston**

Frontenac County Public Library

Kingston Public Library

Queen's University

- \*Douglas Library

- Faculty of Law, Library

Royal Military College

- Massey Library

St Lawrence College of Applied  
Arts and Technology

-Kingston Campus Library

**Kirkland Lake**

Northern College

- Kirkland Lake Campus, Library

Teck Centennial Library

**Kitchener**

Kitchener Public Library

**Lakefield**

Lakefield Public Library

**Lambeth**

Middlesex County Library

- Lambeth Branch

**Leamington**

Leamington Public Library

**Lindsay**

Lindsay Public Library

Sir Sandford Fleming College of  
Applied Arts and Technology

- Frost Campus, Library

Victoria County Public Library

**Lively**

Walden Public Library

- Creighton Branch

**London**

Fanshawe College, Library

Huron College

-Silcox Memorial Library

King's College

- Lester A Wemple Library

London Public Library

University of Western Ontario

-Business Library and  
Information Centre

-Faculty of Law, Library

- \*Main Library

**Lucan**

Middlesex County Library

- Lucan Branch

**Manitouwadge**

Manitouwadge Public Library

**Maple**

Vaughan Public Libraries

**Markham**

Town of Markham Public Library

- Markham Community Centre  
Branch- Thornhill Community Centre  
Branch



**Ontario (continued)****Midhurst**

County of Simcoe Library  
Co-operative

**Midland**

Midland Public Library

**Milton**

Milton Public Library

**Mississauga**

Mississauga Library System  
- Burnhamthorpe Branch  
- Central Branch  
- Clarkson – Lorne Park Branch  
- Erin Mills South Branch  
- Lakeview Branch  
- Malton District Branch  
- Meadowvale West Branch  
- Mississauga Valley Branch  
- Port Credit Branch  
- Streetsville Branch  
- Woodlands Branch

University of Toronto  
- Erindale Campus, Library

**Napanee**

Lennox and Addington County  
Public Library

**Nepean**

Algonquin College of Applied  
Arts and Technology  
- Woodroffe Campus, Library  
Nepean Public Library  
- Nepean Civil Square Building  
Branch  
- Centennial Branch  
- Ruth E Dickinson Branch

**Newmarket**

Newmarket Public Library

**Niagara Falls**

Niagara Falls Public Library  
- Chippawa Branch  
- Victoria Avenue Branch

**Niagara-on-the-Lake**

- Niagara-on-the-Lake Public Library

**Nipigon**

Nipigon Public Library

**North Bay**

Canadore College of Applied  
Arts and Technology,  
Education Centre Library  
North Bay Public Library

**North York**

Glendon College  
- Leslie Frost Library  
North York Public Library  
- Barbara Frum Branch  
- Central Branch  
- Don Mills Branch  
- Downsview Branch

North York Public Library  
(continued)

- Fairview Branch  
- Yorkwood Branch  
Seneca College, Library  
- Newnham Campus  
Sunny Brook Medical Centre  
- Health Science Library  
York University  
- Faculty of Law, Library  
- \*Scott Library  
- Steacie Science Library

**Oakville**

Oakville Public Library  
- Central Branch  
Sheridan College of Applied Arts  
and Technology  
- Oakville Campus Library

**Orangeville**

Orangeville Public Library

**Orillia**

Orillia Public Library

**Orono**

Town of Newcastle Public Library  
- Clarke Branch

**Oshawa**

Durham College of Applied Arts  
and Technology, Library  
Oshawa Public Library  
- Bagot Street Branch  
- Northview Branch

**Ottawa**

Algonquin College of Applied  
Arts and Technology  
- Champlain Campus, Resource  
Centre  
- Heron Park Campus, Resource  
Centre  
- Rideau Campus, Resource  
Centre  
Carleton University  
- MacOdrum Library  
La Cité Collégiale  
- Centre de documentation  
\*National Library of Canada  
Ottawa Public Library  
- Alta Vista Branch  
- Carlingwood Branch  
- Central Branch  
- Elmvale Acres Branch  
- Rideau Branch  
- St Laurent Branch  
- South Branch  
- West Branch  
University of Ottawa  
- Common Law Library  
- Formation des enseignants,  
Bibliothèque  
- \*Morisset Library

**Ontario (continued)****Owen Sound**

Owen Sound Public Library

**Paris**

Paris Public Library

**Parkhill**

Middlesex County Library  
- Parkhill Branch

**Parry Sound**

Parry Sound Public Library

**Pembroke**

Algonquin College  
- Upper Ottawa Valley Campus,  
Library  
Pembroke Public Library

**Penetanguishene**

Penetanguishene Public Library

**Perth**

Algonquin College  
- Lanark Resource Centre  
Perth Public Library

**Peterborough**

Peterborough Public Library  
Sir Sandford Fleming College of  
Applied Arts and Technology,  
Library  
Trent University  
- Thomas J Bata Library

**Pickering**

Town of Pickering Public Library

**Picton**

Picton Public Library

**Port Colborne**

Port Colborne Public Library

**Port Elgin**

Bruce County Public Library  
- Port Elgin Branch

**Port Perry**

Scugog Memorial Public Library

**Powassan**

Powassan and District Union  
Public Library

**Prescott**

Prescott Public Library

**Red Lake**

Red Lake Public Library

**Richmond Hill**

Richmond Hill Public Library  
- Main Branch

**Ridgetown**

Ridgetown College of  
Agricultural Technology, Library

**St Catharines**

Brock University, Library  
St Catharines Centennial Public  
Library  
- Grantham Branch  
- 54 Church Street Branch  
- William Hamilton Merritt Branch

**St Thomas**

St Thomas Public Library

**Sarnia**

Lambton College of Applied Arts  
and Technology, Library  
Lambton County Library  
- Sarnia Branch

**Sault Ste Marie**

Algoma University College  
- Wishart Library  
Sault Ste Marie College of  
Applied Arts and Technology,  
Library  
Sault Ste Marie Public Library

**Scarborough**

Centennial College  
- Ashtonbee Campus, Library  
- Main Campus, Library  
- Warden Woods Campus,  
Library  
Scarborough Public Library  
- Agincourt Branch  
- Albert Campbell District Branch  
- Bendale and Neighbour Branch  
- Cedarbrae District Branch  
- Eglinton Square Branch  
- Morningside Branch  
University of Toronto  
- Scarborough Campus, Library

**Selkirk**

City of Nanticoke Public Library  
- Selkirk Branch

**Shelburne**

Shelburne Public Library

**Simcoe**

Simcoe Public Library

**Sioux Lookout**

Sioux Lookout Public Library

**Smiths Falls**

Smiths Falls Public Library

**Southampton**

Bruce County Public Library  
- Southampton Branch

**South Porcupine**

Northern College of Applied Arts  
and Technology, Library



**Ontario (continued)****South River**

South River Machar Union  
Public Library

**Stayner**

Stayner Public Library

**Stirling**

Stirling Public Library

**Stittsville**

Goulbourn Township Public  
Library

**Stoney Creek**

Stoney Creek Public Library

**Stouffville**

Whitchurch-Stouffville Public  
Library

**Stratford**

Stratford Public Library

**Strathroy**

Strathroy Public Library

**Sudbury**

Cambrian College of Applied  
Arts and Technology, Library

\*Laurentian University, Library

Sudbury Public Library

Thorneloe College, Library

**Thorold**

Thorold Public Library

**Thunder Bay**

Confederation College of Applied  
Arts and Technology

- Challis Resource Centre

Lakehead University

- \*Chancellor Paterson Library

- Faculty of Education, Library

Thunder Bay Public Library

- \*Central Branch

- Red River Road Branch

**Tilbury**

Kent County Public Library

- Tilbury Branch

**Tillsonburg**

Tillsonburg Public Library

**Timmins**

Timmins Public Library

**Toronto**

Advocacy Resource Centre for  
the Handicapped

East York Library

- Dawes Road Branch

- Leaside Branch

- Sir Walter Stewart Branch

- Thorncliffe Branch

\*Metropolitan Toronto Reference  
Library

- Business Department

- Metro Urban Affairs Library

Ontario Institute for Studies in  
Education, Library

Ryerson Polytechnical Institute,  
Library

Toronto Public Library

- Annette Street Branch

- Beaches Branch

- Bloor and Gladstone Branch

- Charles R Sanderson Branch

- City Hall Branch

- Danforth Branch

- Deer Park Branch

- Dufferin - St Clair Branch

- Forest Hill Branch

- George H Locke Branch

- Gerrard Branch

- High Park Branch

- Jones Branch

- Main Branch

- Northern District Branch

- Palmerston Branch

- Parkdale Branch

- Parliament Street Branch

- Queen Saulters Branch

- Riverdale Branch

- Runnymede Branch

- Spadina Road Branch

- St Clair - Silverthorn Branch

- St George Branch

- St Lawrence/Low Branch

- Wychwood Branch

- Yorkville Branch

Trinity College, Library

\*University of Toronto

- Bora Laskin Law Library

- Faculty of Library and

Information Sciences, Library

- Faculty of Management

Studies, Library

\*Robarts Library

Victoria University, Library

**Trenton**

Trenton Memorial Public Library

**Ontario (continued)****Uxbridge**

Uxbridge Township Public Library

**Vanier**

Bibliothèque municipale

**Wainfleet**

Wainfleet Township Public Library

**Walkerton**Bruce County Public Library  
- Walkerton Branch**Wallaceburg**Kent County Public Library  
- Wallaceburg Branch**Waterford**City of Nanticoke Public Library  
- Waterford Branch**Waterloo**University of Waterloo  
- \*Dana Porter Arts Library  
Waterloo Public Library  
Waterloo Regional Library  
Wilfrid Laurier University, Library**Welland**Niagara College of Applied Arts  
and Technology  
- Resource Centre Library  
Welland Public Library**Whitby**

Whitby Public Library

**Warton**Bruce County Public Library  
- Warton Branch**Windsor**St Clair College of Applied Arts  
and Technology  
- Resource Centre Library  
University of Windsor  
- Faculty of Education, Library  
- Leddy Library  
- Paul Martin Law Library  
\*Windsor Public Library**Woodstock**Oxford County Library  
Woodstock Public Library**Prince Edward Island****Charlottetown**Confederation Centre Library  
Holland College, Library  
Provincial Library  
University of Prince Edward  
Island  
- Robertson Library**Summerside**

Rotary Regional Library

**Quebec****Alma**Bibliothèque municipale  
CÉGEP d'Alma, Bibliothèque**Amos**

Bibliothèque municipale

**Anjou**

Bibliothèque municipale

**Asbestos**

Bibliothèque publique d'Asbestos

**L'Assomption**Collège de l'Assomption,  
Bibliothèque**Baie-Comeau**Bibliothèque municipale de  
Baie-Comeau**Beaconsfield**

Beaconsfield Public Library

**Beauport**Bibliothèque publique de  
Beauport**Beloeil**

Bibliothèque municipale

**Candiac**

Bibliothèque municipale

**Cap-Chat**Bibliothèque centrale de prêt  
Gaspésie-Îles-de-la-Madeleine**Cap-de-la-Madeleine**

Bibliothèque municipale

**Charlesbourg**

Bibliothèque municipale

**Charny**Bibliothèque centrale de prêt  
Québec – Chaudière –  
Appalaches**Chicoutimi**Bibliothèque municipale  
CÉGEP de Chicoutimi,  
Bibliothèque  
Université du Québec à  
Chicoutimi, Bibliothèque





## Quebec (continued)

**Coaticook**

Bibliothèque municipale

**Côte St-Luc**

Côte St-Luc Public Library

**Dorval**

Bibliothèque civile de Dorval

**Drummondville**

Bibliothèque municipale

CÉGEP de Drummondville,  
Bibliothèque**Gaspé**CÉGEP de la Gaspésie et des  
Îles, Bibliothèque**Gatineau**Bibliothèque centrale de prêt de  
l'Outaouais

Bibliothèque municipale

**Granby**

Bibliothèque municipale

CÉGEP de Granby, Bibliothèque

**Greenfield Park**

Bibliothèque municipale

**Hauterive**

CÉGEP de Hauterive

- Campus Manicouagan,  
Bibliothèque**Hull**

Bibliothèque municipale

CÉGEP de l'Outaouais

- Campus Gabrielle Roy,  
Bibliothèque

- Campus Héritage, Library

Université du Québec à Hull

- Centre d'études universitaires,  
Bibliothèque**Îles-de-la-Madeleine**CÉGEP de la Gaspésie et des  
Îles

- Bibliothèque du Centre des Îles

**Joliette**

CÉGEP de Joliette de

Lanaudière, Bibliothèque

**Jonquière**Bibliothèque municipale de  
Jonquière-ArvidaCollège de Jonquière, Centre de  
documentation**Lac Brôme**Bibliothèque Commémorative  
Pettes**Lachine**Bibliothèque municipale Saul  
Bellow**Lachute**

Bibliothèque municipale

**Laprairie**Bibliothèque centrale de prêt de  
la Montérégie**La Pocatière**

CÉGEP de La Pocatière

- Bibliothèque François Hertel

Institut de technologie agricole et  
alimentaire, BibliothèqueCollège de Ste-Anne de la  
Pocatière, Bibliothèque**LaSalle**

Bibliothèque municipale

CÉGEP André-Laurendeau,  
Bibliothèque**La Tuque**

Bibliothèque municipale

**Lauzon**Cégep de Lévis-Lauzon, Centre  
des média**Laval**Collège Montmorency,  
Bibliothèque

Bibliothèque municipale

**Lennoxville**

Bishop's University, Library

**Lévis**

Collège de Lévis, Bibliothèque

**Longueuil**

Bibliothèque municipale

Bibliothèque publique Institut  
Nazareth et Louis-BrailleCollège Édouard-Montpetit,  
Bibliothèque**Loretteville**

Bibliothèque municipale

**Malartic**

Bibliothèque municipale

**Quebec (continued)****Marievalle**

Bibliothèque Commémorative  
Desautels

**Mascouche**

Bibliothèque municipale

**Matane**

Bibliothèque municipale  
CÉGEP de Matane, Bibliothèque

**Mont-Laurier**

Bibliothèque municipale

**Montreal**

Atwater Library  
Bibliothèque nationale du  
Québec  
\*Bibliothèque de la Ville de  
Montréal  
CÉGEP Bois-de-Boulogne,  
Bibliothèque  
CÉGEP de Maisonneuve,  
Bibliothèque  
CÉGEP de Rosemont,  
Bibliothèque  
CÉGEP du Vieux-Montréal,  
Bibliothèque  
Collège Ahuntsic, Bibliothèque  
Collège André-Grasset,  
Bibliothèque  
Collège Jean-de-Brébeuf  
- Bibliothèque du Pavillon  
Lalemant  
Collège Marie-Victorin,  
Bibliothèque  
Concordia University  
- Loyola Campus Library  
- \*Main Library  
École des hautes études  
commerciales, Bibliothèque  
École nationale d'administration  
publique, Centre de  
documentation  
École polytechnique,  
Bibliothèque  
Fraser-Hickson Institute Library  
Jewish Public Library  
Marianopolis College, Library  
McGill University  
- Faculty of Law, Library  
- Howard Ross Library of  
Management  
- \*McLennon Library  
\*Service documentaires  
multimédia

Université de Montréal

- \*Bibliothèque des sciences  
humaines et sociales  
- Bibliothèque Para-Médicale  
- Faculté de droit, Bibliothèque

\*Université du Québec à  
Montréal, Bibliothèque

**Montréal-Est**

Bibliothèque municipale

**Montréal-Nord**

Bibliothèque municipale

**Mount-Royal**

Reginald J P Dawson Library

**Murdochville**

Bibliothèque municipale

**Pierrefonds**

Bibliothèque intermunicipale  
Pierrefonds-D.D.O.

**Pincourt**

Bibliothèque publique

**Pointe-Claire**

Bibliothèque publique  
- Succursale Centrale

**Port-Cartier**

Bibliothèque municipale

**Quebec**

Bibliothèque municipale de  
Québec  
CÉGEP François-Xavier-  
Garneau, Bibliothèque  
Collège Jésus-Marie de Sillery,  
Bibliothèque  
Collège de Limoilou, Bibliothèque

**Repentigny**

Bibliothèque municipale

**Rigaud**

Collège Bourget, Bibliothèque

**Rimouski**

CÉGEP de Rimouski,  
Bibliothèque  
Université du Québec à  
Rimouski, Bibliothèque

**Rivière-du-Loup**

Bibliothèque municipale  
CÉGEP de Rivière-du-Loup,  
Bibliothèque

**Roxboro**

Bibliothèque municipale





## Quebec (continued)

**Rouyn**

Bibliothèque municipale de  
Rouyn- Noranda  
Collège de l'Abitibi-  
Témiscamingue, Bibliothèque  
Université du Québec d'Abitibi-  
Témiscamingue  
- Centre d'études universitaires,  
Bibliothèque

**Saint-Augustin-de-Desmaures**

Campus Notre Dame de Foy,  
Bibliothèque

**Saint-Basile-le-Grand**

Bibliothèque municipale

**Saint-Bruno-de-Montarville**

Bibliothèque municipale

**Saint-Eustache**

Bibliothèque municipale

**Saint-Georges**

CÉGEP Beauce-Appalaches,  
Bibliothèque

**Saint-Hubert**

Bibliothèque municipale

**Saint-Hyacinthe**

Bibliothèque T A St Germain  
CÉGEP de Saint-Hyacinthe,  
Bibliothèque  
École de médecine vétérinaire  
de l'Université de Montréal,  
Bibliothèque

**Saint-Jean-sur-Richelieu**

Bibliothèque municipale  
Adelard-Berger  
Collège Militaire Royal de  
Saint-Jean, Bibliothèque  
Collège de Saint-Jean-  
sur-Richelieu, Bibliothèque

**Saint-Jérôme**

Bibliothèque municipale  
CÉGEP de Saint-Jérôme,  
Bibliothèque

**Saint-Lambert**

Bibliothèque municipale  
commémorative  
Champlain Regional College  
- Saint Lambert – Longueuil  
Campus Library

**Saint-Laurent**

Bibliothèque municipale  
CÉGEP de Saint-Laurent,  
Bibliothèque  
Vanier College  
- Saint Croix Campus, Media  
Resource Centre

**Saint-Léonard**

Bibliothèque municipale

**Saint-Luc**

Bibliothèque municipale de  
Saint-Luc

**Sainte-Anne-de-Bellevue**

John Abbot College, Library  
McGill University  
- MacDonald College, Library

**Sainte-Foy**

Bibliothèque municipale  
Champlain Regional College  
- St Lawrence Campus, Library  
CÉGEP de Sainte-Foy, Centre  
de média  
École nationale d'administration  
publique, Bibliothèque  
Université Laval  
- \*Bibliothèque générale  
- Faculté de droit, Bibliothèque  
Université du Québec  
- Médiathèque

**Sainte-Thérèse-de-Blainville**

Bibliothèque municipale  
Collège Lionel-Groulx,  
Bibliothèque

**Sept-Îles**

Bibliothèque centrale de prêt de  
la Côte-Nord  
Bibliothèque municipale de  
Sept-Îles  
CÉGEP de Sept-Îles  
- Campus Mingan, Bibliothèque

**Shawinigan**

Bibliothèque municipale  
CÉGEP de Shawinigan,  
Bibliothèque

**Sherbrooke**

Bibliothèque municipale  
Collège de Sherbrooke, Centre  
de média  
Séminaire de Sherbrooke,  
Bibliothèque  
Université de Sherbrooke  
- Faculté de droit, Bibliothèque  
- \*Bibliothèque générale

**Quebec (continued)****Sorel**

Bibliothèque municipale

**Terrebonne**

Bibliothèque municipale

**Thetford-Mines**CÉGEP de la région-l'amiante,  
Bibliothèque**Tracy**

Bibliothèque municipale

CÉGEP de Sorel-Tracy,  
Bibliothèque**Trois-Rivières**Bibliothèque centrale de prêt de  
la Mauricie

Bibliothèque de Trois-Rivières

Université du Québec à  
Trois-Rivières, Bibliothèque**Val-d'Or**

Bibliothèque municipale

**Valleyfield**Collège de Valleyfield,  
Bibliothèque**Varennnes**Bibliothèque Jacques Lemoyne  
de Sainte Marie**Verdun**

Bibliothèque municipale

**Victoriaville**CÉGEP de Victoriaville,  
Bibliothèque**Ville de la Baie**

Bibliothèque municipale

**Westmount**

Dawson College, Library

Westmount Public Library

**Saskatchewan****Estevan**

Estevan Public Library

**Gravelbourg**

Collège Mathieu, Bibliothèque

**Hudson Bay**Wapiti Regional Library  
- Hudson Bay Branch**Humboldt**Wapiti Regional Library  
- Humboldt Branch**Langenburg**Parkland Regional Library  
- Langenburg Branch**Melfort**Wapiti Regional Library  
- Melfort Branch**Melville**Parkland Regional Library  
- Melville Branch**Moose Jaw**

Moose Jaw Public Library

Palliser Regional Library

Saskatchewan Institute of  
Applied Science and  
Technology

- Palliser Campus, Library

**Muenster**

St Peter's Abbey College, Library

**Nipawin**Wapiti Regional Library  
- Nipawin Branch**North Battleford**Lakeland Regional Library  
- North Battleford Branch**Prince Albert**

John M Cuelenaere Library

**Regina**

Regina Public Library

Saskatchewan Institute of  
Applied Science and  
Technology- Wascana Campus, Parkway  
Centre Library

Saskatchewan Provincial Library

University of Regina, Library

**Saskatoon**

Saskatoon Public Library

\*University of Saskatchewan,  
Library**Spalding**Parkland Regional Library  
- Spalding Branch**Swift Current**

Chinook Regional Library

- Main Branch

- Swift Current Branch

**Tisdale**Wapiti Regional Library  
- Tisdale Branch**Weyburn**

Southeast Regional Library

Weyburn Public Library





---

**Saskatchewan** *(continued)***Wilcox**

Athol Murray College of  
Notre-Dame  
- Lane Hall Memorial Library

**Wynyard**

Parkland Regional Library  
- Wynyard Branch

**Yorkton**

Parkland Regional Library  
- Yorkton Branch

---

**Yukon****Whitehorse**

Whitehorse Public Library













ISBN 0-660-15159-6



9 780660 151595









001 5 1994



